

2024 Internship Guide





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Introduction to Internships

Internship Basics

Internship Initiative Purpose

McLean County COMPACT is focused on workforce development providing employers with the resources necessary to build a quality internship program. There are several tools and initiatives aimed at connecting interns to employers, but it is imperative that the right structure is in place to make that connection a success.

What are Internships?

Internships are Work-Based Learning activities in which students engage in learning through practical and relevant experiences at various internship sites. Nearly any company, industry, or organization can use an intern including non-profits, for-profit organizations, start-up businesses or small businesses. Students participating in an internship are typically very motivated, engaged in learning, have a strong work ethic and are eager to help with marketing, information technology, research, accounting, human resources, customer service, data entry, video production, website development, public relations, etc. They can offer support with nearly any project and in the process provide professional staff with additional time to pursue more creative endeavors. Mid-sized and large companies have multiple departments and positions that could provide significant rotational learning experiences for interns. Learning how to utilize interns effectively will increase an organization's bottom line.

How Do Interns Differ From Staff?

In addition to pay and benefits, there is another important distinction between staff and interns. Interns are often engaged for a given period, making them more akin to contractors than staff persons.



How Do Interns Differ From Volunteers?

Internships are usually a one-time experience over multiple months. The process for finding, recruiting, and securing interns can be similar to your process for finding and hiring staff.

While many volunteers can commit to volunteering for a similar or longer period, it is more common for a volunteer to participate for a period, take a break for some length of time, and then potentially come back to volunteer again. Alternatively, it is very rare for an intern to return for a second internship of the same type.

While many volunteers may be motivated to volunteer in the interest of seeking personal and professional development as part of their service experience, it is not always a central motivating factor of a volunteer opportunity. However, for internships, career exploration is fundamentally a part of its purpose. The learning process of the intern is a central component of the experience, as important as the work completed by the intern during their term of service. (Multnomah County Library, 2011-2012)

Characteristic	Interns	Volunteers	Staff
Receive compensation for service	Depends*	No	Yes
Pre-determined length of project/role	Yes	Sometimes	No
Return to do same or different project/role in the future	Rarely	Often	Sometimes
Can be hired to replace paid staff	No	No	Yes
Focus on experiential learning of participant	Yes	Sometimes	Sometimes
Focus on career exploration/development of participant	Yes	Sometimes	Often
Participation part of academic program	Yes	Sometimes	Sometimes

*legal consideration

The [U.S. Department of Labor Wage and Hour Division's: Internship Programs Under The Fair Labor Standards Act](#) offers additional distinctions between staff and interns. This provides guidance on such topics as when an unpaid intern is considered an employee. It also advises that internships "should be of a fixed duration, established at the outset of the internship. Further, unpaid internships generally should not be used by the employer as a trial period for individuals seeking employment at the conclusion of the internship period. If an intern is with the employer for a trial period with the expectation that he or she will then be hired on a permanent basis, that individual generally would be considered an employee under the [Fair Standards Act]."



Partnering with Local Unions

In addition to reviewing Department of Labor rules concerning internships, you might also want to consult with any local unions affiliated with your organization. As part of adhering to the Department of Labor regulations, your organization will have already agreed not to displace any regular employees. Given this commitment, do they have any questions about how interns will join your current team of staff and volunteers? What roles will they take on? How will current staff be involved in the recruitment and management process? Do they have any concerns that you can address? Having an open discussion with local shop stewards or other union personnel both before you begin hosting interns as well as throughout the development of your program may help to prevent misunderstandings about the engagement of interns as part of the team at your organization. (Multnomah County Library, 2011-2012)



Types of Internships

Short-Term vs. Long-Term Internship

Internships can be either short – ranging from a few weeks to a month or two – or longer-term, lasting up to one year or more. During these internship periods, most high school interns work only 5-10 hours per week. Weekly hours and length of the internship depend on the organization's needs and academic requirements.

Traditional vs. Rotational Internship

In traditional internships, students intern in a single department with a single mentor. In rotational internships, they rotate between various departments of an organization or among different roles within a single department enabling them to experience and learn about more than one role within a business. Interdepartmental rotational internships expose interns to an even more diverse range of functions and responsibilities. Rotational internships are not right for every organization. They require more coordination and staff support than a traditional internship.

Ongoing Tasks vs. Project-Based Internship

Interns can be brought on board to launch new projects or take on still-to-be-started tasks. Alternatively, interns can be engaged to assist with ongoing tasks. Project-based internships center on a core project so that the work is valuable to the organization and the student and will result in meaningful accomplishments to put on the student's resume. This type of internship can be short or long-term.

External Programs/Services vs. Internal Project Internship

Interns can take on both external and internal projects. For example, you might have interns assist with community programs or other projects they will interact with and be visible to the public. On the other hand, interns might work exclusively on internal capacity projects like updating the website, training current staff on social media models, etc.

In-Person vs. Virtual Internship

The vast majority of internships are in-person with the intern working physically within the hosting organization. However, it is also possible to engage trainees remotely via the internet. Virtual internships may be an especially valuable model of internship engagement for web-based projects and organizations located in more remote areas. Virtual internships allow students to work remotely with periodic checkpoints, eliminating geographic barriers. It is still necessary to have a supervisor/mentor who will train the student, assign tasks, and check in to see progress daily and weekly. Some organizations have student interns come to the office once or twice a month and then work remotely for regular daily tasks.

Creating a Quality Program

Employer Guide to Internship

Does your organization have a wish list of projects that you would like to accomplish but can't find the time or human resources to complete them? Does a particular department or project need additional support? Hosting an intern can be a great solution as it supports the needs of the organization while providing real world experience to a student.

Giving Back to the Community

Organizations that establish an internship program make a powerful impact on their community and improve their ability to manage and compete in an increasingly global economic environment. Consider the following ways internship programs can potentially give back to the local community:

Decreasing the "Brain Drain"

An internship program can significantly influence an intern's perspective of a given community or region. Internship programs can help encourage students to stay within their community or region after graduation; hence, decreasing the chances of valuable talent leaving the area and positively impacting the local economy.

Serving as a Workforce "Sounding Board"

There is sometimes a "disconnect" between education and business. Internship programs serve as a channel for educational institutions to assure academic programs are being responsive to the needs of industry. Interns serve as valuable ambassadors of information back to their colleges.

Serving as a Business/Community Link

Internship programs provide a vital bridge between business, education, and the community. Local communities can potentially thrive from an infusion of motivated and skilled workers that also become involved members of society. Also, communities can benefit from exposure to new ideas that permeate from projects, research, or another internship program.

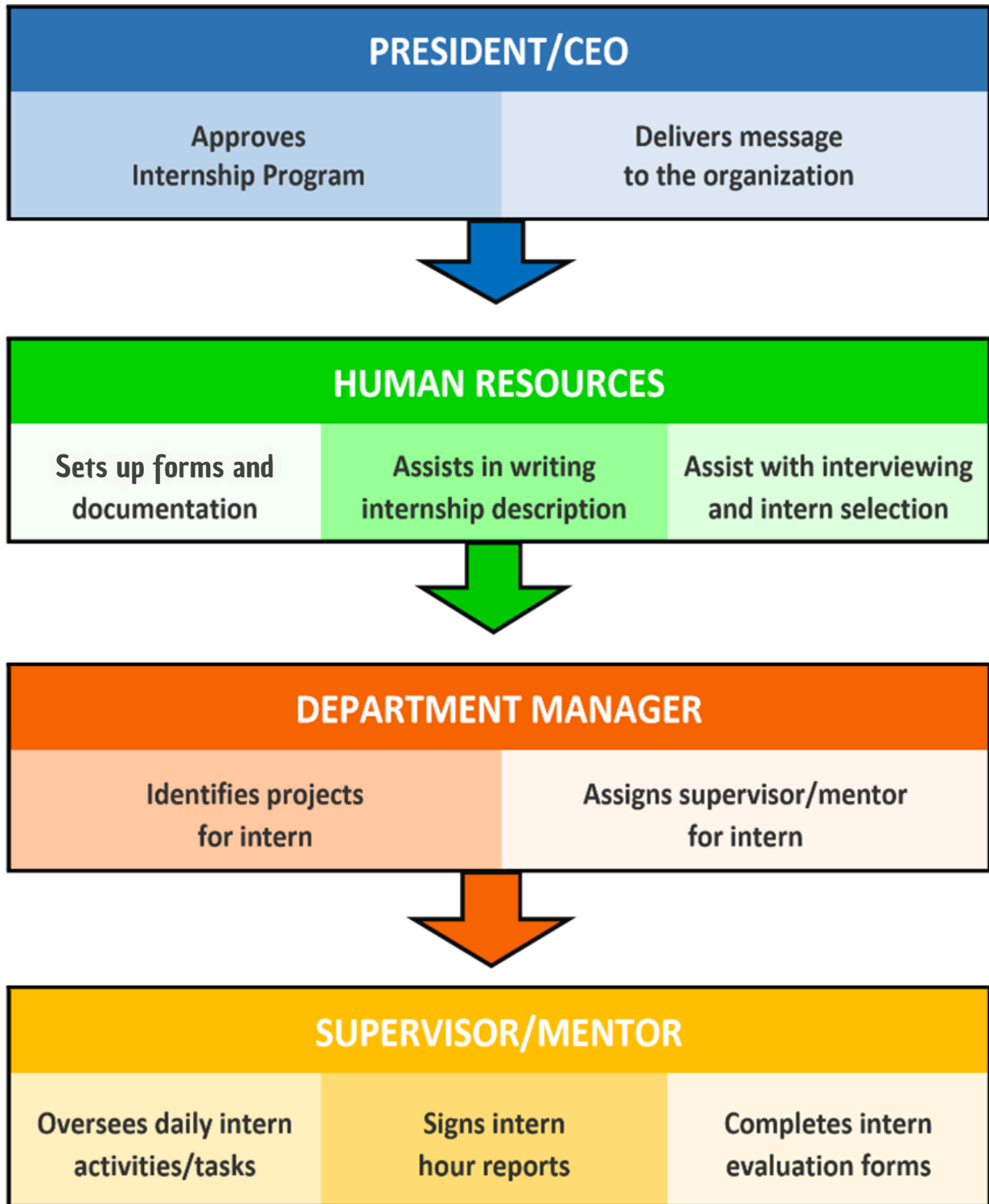


Checklist

- Obtain approval from management.
- Set goals for the program.
- Consider projects for the new intern.
- Identify who will supervise/mentor the student intern.
- Write an intern position description.
- Select a suitable intern.
- Orient and onboard the new intern.
- Arrange for resources for the intern.
- Provide appropriate supervision for the student intern.
- Monitor the intern's progress.
- Conduct exit interviews and follow-up.

The Organizational Process of Internship Programs

There are several things to keep in mind before you begin developing an internship program. First, it is important to note that it is not necessary for top-level managers to manage interns. For larger organizations, it is vital that the message of developing internship programs from the top down, while the actual management can come from mid-level staff as shown in the diagram below.



Talking Points

Now that you know more about internships, it's time to design an internship program to meet your needs. The following statements and talking points are offered as helpful means to "start with the end in mind" as you move forward in developing your internship program. Talking Points offer a strategy and focus for stimulating speaking, listening, thinking, and learning. Talking Points are easy to make up, read and understand, but offer ways to think more deeply about the subject under discussion. They enable everyone to say what is on their minds so that others can decide whether they agree or disagree. (Dawes)

Career Exploration

This internship program focuses on career exploration through unpaid internship experiences for the benefit of the student. The advantage is gained not in the form of currency, but in the value of exposure to the career field.

Community Partnerships

We seek to partner with area businesses, industries, and organizations to enhance the education of students by providing them with authentic, meaningful, and relevant career exploration learning experiences in the local community, which will assist them with post-secondary and career decision making.

Importance of Internship

Internships offer activities that involve actual work experience or that connect classroom learning to employment and careers. Through these learning experiences, students complete their public education with the knowledge and skills necessary for success in college, continuing education, careers, and the community. These opportunities mainly help students make the connection between educational principles and real-world applications. In addition to being an important component of good educational experience, work-based learning is essential to developing a future workforce.

Win-Win for All

For students, experience is the key to ensuring they make good career decisions and build their professional network. Organizations who offer internships build brand awareness early, fill up their talent pipelines, remain competitive in the marketplace and help support the well-being of their community.

Employer Benefits

One significant advantage is the opportunity to select and develop future talent. Companies have reported converting more than half of interns into future full-time hires. If employed in a permanent position, previous interns assimilate faster to their new roles and have shorter learning curves than external hires. Internships help businesses, industries, and organizations in the following ways:



Checklist

- Create a planning task force.
- Define characteristics & quality components for your program.
- Describe roles and responsibilities.
- Compose "Statements" or "Talking Points" to describe your program.

Considerations for an Internship Program

Expectations of the Sponsor during the Internship: Students will collaborate with their mentor to identify things that they want to learn more about and projects that would benefit the organization and the student.

Legal Considerations: Worksite supervisors need to be aware of legal matters, such as safety concerns and child labor, discrimination, and sexual harassment laws. Make sure that sponsoring organizations understand their legal responsibilities and potential liabilities in advance.

Learning Plan: The learning plan should include what the intern is expected to do on-site, and the assignments he or she must carry out to meet educational expectations. Because this is an internship, it is important that it entails more than filing or answering phone calls each day. Students should learn about modern business practices, teamwork, job-specific skills, appropriate business behavior and dress, safety practices, and ethics. Exposure to various aspects of the firm, either through hands-on experience or observation, is important.

Tips and Techniques for Working with Interns: Many professionals are unaccustomed to the unique challenges of communicating and working with young adults. Remind work site supervisors that intern attitudes and expectations may seem unrealistic in the workplace.

Program Evaluation and Reflection: Give everyone involved in the internship an opportunity to reflect on what they learned and to discuss the effectiveness of the internship experience. Interns and employers should be asked to evaluate the internship, and their evaluations should be used to effect continuous improvement.

Benefits to the Sponsor: Businesses need to hear that internships help them by training a diverse group of young people to work in a business environment which will provide them with a pool of qualified candidates. Partnering with interns helps the company/organization make a positive impact on their community. Internships also provide the time to develop new projects.

Typical Internship Forms: Provide organizations with the forms that will be used to evaluate the intern's performance. The learning plan describes a series of goals and activities required to meet these aims. Without an education plan, internships often become nothing more than a journal and an attendance sheet. This method is most useful when designed through input from both the intern and the mentor.

Onboarding New Interns: Employers will probably find a checklist very helpful. List items might include organizing meeting times, planning with the mentor to ensure that academic and skill requirements are being met, signing internship agreements, arranging student workspace (if appropriate), assigning a work site supervisor, and informing interns about the business' policies and procedures.

Suggested items to cover during the Initial Visit: Internship Program Policies - Program Evaluation and Assessment - Confidentiality Agreement - Inclement Weather Policy – Internship Agreement & Learning Plan - Length of Internship

General Tasks and Project Ideas for Interns

The majority of intern tasks should not be of a common or mindless nature.

Assigning only the unwanted work will put your internship program at a disadvantage. But if you are not supposed to saddle your interns with all-day data entry or endless proofreading projects, what types of projects should you assign to interns? Or, in what types of activities might you invite intern participation, or even just allow an intern to come along and learn?

Intern responsibilities will differ between industries. However, some tasks and projects fall somewhere between making copies and mission-critical. And many of these are applicable, in some form or another, to industries across the board. When brainstorming your list of potential intern projects or responsibilities, use the list below as a jumping-off point.

Consider These Possible Tasks and Projects

- Research the viability of a new program, campaign, or initiative; compile and present statistics.
- Complete a backburner project that has been bogging down permanent staff.
- Create a proposal on a potential social media strategy, evaluate various social media platforms, or produce suggestions for how your current social media strategy might be improved.
- Critique your company's website from a user perspective; brainstorm ideas for boosting usability.
- Propose solutions for a mid-level problem that no one has had time to address.
- Research and identify the most influential blogs in your industry. Follow them and provide weekly reports.
- Accompany employees to the client, sales, or other outside meetings; have them take an observer role but ask for their input and ideas (and answer any questions) after you have left.
- Evaluate some areas of IT functionality (for tech-savvy interns); ask if they see a way to improve efficiency, streamline programs, or cut costs.
- Take responsibility for some regular tasks. Even if it is as simple as taking, and placing, the weekly supply order, it will demonstrate follow-through and the ability to take ownership.
- Create support materials, such as charts, graphs, or other visuals.
- Plan and coordinate an event or meeting.
- Produce a video or slide presentation.
- Compile employees or develop process directions for tasks with high employee turnover.
- Source goods or search for lower-cost sources for high-volume materials.
- Clean up a database.
- Aid in the modification or enhancement of your internship program.
- Help screen and train replacement interns before departure.

The bottom line when it comes to assigning intern tasks is to strike a balance between those activities that will provide a meaningful learning experience and those activities that will increase productivity in the organization. (Internships.com, 2016)



Career-Specific Tasks and Project Ideas for Interns

Accounting/ Business/Finance

- Create documents/spreadsheets.
- Attend client and staff meetings.
- Review financial information.
- Provide customer service.
- Participate in training sessions.
- Analyze data to identify areas of opportunity and efficiency.
- Generate financial forecasts and cost recovery reports.
- Engage in activities related to accounts payable/receivable.
- Participate in audits and generate tax reports.

Arts/ Design

- Create artwork and designs.
- Schedule/attend client meetings; communicate with clients about their designs.
- Proofread communications.
- Work on a specific project or multiple projects.
- Create a portfolio of projects
- Design email templates, logos, graphics for emails and blogs, HTML build-out, web banners, and website updates.
- Research outlets for design opportunities.

Education

- Create and implement lesson plans.
- Decorate/organize a classroom.
- Assist students with projects.
- Attend and participate in teacher/staff meetings.
- Monitor student progress.
- Prepare public communications.

Fashion

- Draft original designs and create patterns.
- Check product inventory.
- Communicate with clients.
- Support trade shows, retail events, and fashion shows.
- Perform quality control.
- Conduct market research and brand outreach.
- Engage in fabric lays, sewing, and production.
- Assist with clothing rental pulls and restocking.
- Complete alterations or draping

PROJECTS

Ideally, projects are part of every internship. Well-structured internship projects engage interns and keep them interested throughout the duration of their internship.

These projects should be relevant to the organization while also being a learning opportunity for the intern. The topic should be a mutual decision between the intern and the mentor/supervisor. If possible, the topic and format should be determined within the first two weeks of the internship with an outline and timeline ready to share by midterm.

Project-based internships allow interns to demonstrate ownership and initiative while becoming familiar with the organization's day-to-day operations and culture.

Projects taken on by interns provide time for professional staff to pursue more creative ventures while offering interns the opportunity to learn by doing.

Government

- Attending committee meetings.
- Prepare meeting minutes.
- Maintain blogs/social media.
- Create or modify documents and memos.
- Work with lobbyists.
- Assist with research projects.
- Research legislative and regulatory issues.
- Human Resources
- File & process applications from prospective candidates and purge outdated applications.
- Schedule interviews; generate letters/emails confirming receipt of applications from job candidates.
- Plan, arrange space for, and execute classes and meetings.
- Check candidate licensures and verify professional references.
- Prepare materials for workshops or new hire orientations.

Information Technology

- Update and install hardware and software.
- Take Help Desk calls and provide customer service to callers.
- Create and maintain spreadsheets, databases, and reports.
- Perform equipment maintenance.
- Maintain social media or company website.
- Troubleshoot equipment issues.

Laboratory/ Science

- Perform lab tests and create reports.
- Clean and maintain laboratory space.
- Develop and report on test plans.
- Set up test equipment; assist in testing.
- Conduct and participate in research projects.
- Maintain files, and create spreadsheets.
- Attend patient consultations or procedures.

Marketing/ Advertising/ Public Relations

- Create, edit, and implement marketing plans.
- Create newsletters and client communications.
- Maintain blogs, social media, and websites.
- Prepare press releases.
- Research potential new clients.
- Schedule and attend client meetings.
- Support trade shows and third-party partner initiatives.
- Create video storyboards and scripts.
- Support client accounts.



Non-Profit/ Human Services

- Engage in fundraising and donor activities.
- Coordinate volunteer activities.
- Prepare news releases and communications.
- Support staff in program development and implementation; transcribe case notes.
- Observe or provide direct care to clients in programs to ensure their well-being.

Paralegal/ Law

- Review and approve proposed contracts; function as a liaison with external lawyers and technical personnel Analyze and identify legal issues in cases.
- Research methods of acquiring further evidence including affidavits or interrogatories, further hearings, etc./ conduct legal research.
- Communicate with clients; attend staff/client meetings.
- Organize files/notes.
- Draft/ prepare legal documents.

Videography/ Production

- Develop and produce storyboards and videos.
- Produce clips and B-rolls for press, presenters, website, etc.
- Watermark video of full pieces, copy/create repertoire DVDs.
- Update/maintain video database.
- Assist with post-production activities.
- Schedule/attend video/photography shoots

General Duties

- Collect, record, analyze, or verify data and information from various sources.
- Set up client files, data entry of client information, and case notes.
- Use software to compile and generate reports, statistics, timelines, tables, graphs, correspondence, or presentations.
- Communicate with clients.
- Draft newsletters and correspondence
- Maintain social media sites.
- Organize/create spreadsheets.
- Write handbooks or manuals.
- Design posters, graphs, or charts.
- Develop presentations.
- Conduct research.
- Observe professionals in their industry.
- Attend and participate in professional meetings and presentations



Tips for Organizations

Define Goals and Policies for the Internship Program

It is important to define goals for your intern and ensure that your organization's policies are clearly communicated. Both are vital to the success of your intern and to ensure that they understand how they are expected to succeed in the program

Identify who will Supervise/Mentor the Intern

Top-level managers approve the establishment of the internship program but seldom supervise interns. Frequently the HR department ensures that proper documentation and procedures are in place. At this point, it can be up to various department managers to identify who will supervise/mentor the intern. A supervisor/mentor should be selected based on his/her desire to teach/train and has the resources to do so. The supervisor/mentor will help the intern keep their project on time and within the budget. The mentor may be a department head, project leader, long-time employee, or acting supervisor who is knowledgeable about the project on which the intern will work and can provide orientation and wisdom to the student.

Qualities of Good Supervisors and Good Mentors

A good supervisor is there to do such things as answer questions, manage schedules, supportively enforce goals and deadlines, and share knowledge. A good mentor is there primarily to share expertise, serve as a sounding board, and encourage growth. Both individuals should possess such characteristics as:

- Strong interpersonal skills
- Credibility, expertise, and knowledge of their field
- A genuine interest in being a role model.
- Teaching or training experience
- Patience
- Flexibility
- Sensitivity Respectful and both giving and deserving of trust.
- Interest in the personal and professional development of their interns
- The ability to communicate and give constructive feedback.
- Organizational skills(for example, be ready for interns when they arrive, keep them engaged in their work, and find new tasks and roles for them should they complete their primary projects more quickly than anticipated)
- Inclusivity (Interns like to feel wanted and included!)
- Listening skills

Write an Intern Position Description

Create internship position descriptions after identifying various projects that will be helpful during the interview and selection process. It will outline the requirements and skill sets you are looking for in an ideal candidate.

Get the Word Out

Communicate your organization's needs with the school internship coordinator. This connection will simplify the process & reduce your time identifying candidates.

Tips for Organizations

Recruit a Qualified Intern

Connecting with high school students early through an internship experience can be the first step in developing your workforce pipeline. Begin searching for your ideal intern early to give ample lead-time to potential candidates to apply and interview.

Review Resumes

Analyze the candidate's resume before the interview. Look for accuracy, involvement in school & organizations, accomplishments, patterns of progression, & growth.

Conduct Interviews

Determine your top candidates and arrange interviews promptly. After the interview, choose your intern as carefully as you choose permanent employees.

Orient and Onboard New Interns

- Acclimate the intern to the organization through an orientation. Prepare a list of essential items or a checklist to be covered on the first day.
- Explain how the intern will fit in with your organization.
- Confirm start date and intern's-daily schedule.
- Share directions and parking information.
- Provide contact information for the intern supervisor/mentor.
- Explain policies and procedures: parking, badge, dress code, workstation, lunch/breaks, timekeeping, work schedule, meeting schedule, a protocol for absences, etc.

Provide Appropriate Supervision for the Intern

- Provide the intern with a workstation & resources necessary to complete tasks/projects.
- Monitor the intern's progress.
- Help the intern set goals for completion of tasks, including daily, weekly & monthly goals.
- Evaluate the progress periodically and provide feedback.
- Maintain an open line of communication with the school internship coordinator.
- Further involvement for the intern can include training programs, social events, and opportunities to network with executives and other companies.

Conduct Exit Interviews and Follow-Up

- Conduct an exit interview to determine if the intern had a good experience. Exit interviews provide valuable feedback to upper management for future program planning.
- Schedule an exit interview in advance to give the intern an opportunity to prepare thoughts and questions. Avoid scheduling it on the intern's last day so that there is time to take care of any action items that might arise.
- It may be beneficial to include department managers, the intern supervisor, and the HR manager in the exit interview.

Addressing Legal Issues For the Intern in in the Workplace

Prior to the implementation of an Internship program, it is strongly advised that each business ensure that they are following all relevant legal implications. Given that there are a wide variety of internships and different business cases for each, it is ultimately the responsibility of each entity to ensure that all aspects of the internship are in compliance with applicable State and Federal law. The McLean County Chamber of Commerce would be a great resource for businesses to connect with appropriate resources to ensure compliance.

Checklist for Sponsoring Organizations

Set Goals

- A careful discussion with management can create a consensus on program goals that can be understood by all involved. The internship can be designed to meet those expectations best. For the program to be successful, it will require the commitment of management.
- A meaningful internship program is a commitment to an organization looking to meet its needs and an intern working to gain real-world experience. All internships should include an application, recruiting, screening, and interview process; a structured orientation; an assigned supervisor and mentor and evaluation and assessment.

Evaluate Projects Placed on the Back Burner

- Do you need more time to complete important projects?
- Do you lack fresh ideas and creativity?
- Could you benefit from more marketing?
- Would you like more diversity in your organization?
- Do your employees need more management experience?
- Consider projects that are beneficial to your organization and provide a challenging work-based learning experience for interns.

Determine if an internship program is practical for your organization.

- What will be the duration of the internship?
- What is the best time of year to host an intern?
- How many interns will you host?
- Do you have the appropriate staff to support an intern?
- Is there enough meaningful project work to assign?
- Will you potentially transition from an intern into a full-time employee?
- Do you have the physical and financial resources to support an intern?
- How will you recruit an intern?

Develop a Strategic Plan

- Identify goals, timelines, workspace, and a general project description, which will become your work plan, so that everyone understands the purpose and expectations involved.
- Create a job description before establishing a work plan.
- Prepare your workplace and workers for the experience.
- Identify and support individuals to supervise the interns.
- Check local school district policies related to work-based learning.
- Design experiences that are safe and legal for interns.

Checklist for Sponsoring Organizations

Write an Intern Position Description

- Every intern needs a position description that describes responsibilities, qualifications, the system of support, accountability, and how to measure successful performance.
- Create the internship position description after identifying various projects. This description will be helpful during the interview and selection process. It will outline the requirements you are looking for in an ideal candidate and also help determine what skill sets are needed.
- Structure the internship ahead of time so that you can be sure to meet your goals and not find yourself floundering partway through.
- Consider projects for new interns. Review your current business activities and consider what ongoing work you would like to expand or projects you would like to initiate or complete. Consider projects that will benefit your organization and provide challenging learning experiences for interns.
- What will the intern be doing? Be as specific as possible. Interns, like others in the process of learning, need structure, so they do not become lost, confused, or bored.

Identify who will Supervise/Mentor the Intern

- Top-level managers approve the establishment of the internship program but seldom supervise interns. Frequently the HR department ensures that proper documentation and procedures are in place. At this point, it can be up to various department managers to identify who will supervise/mentor the intern.
- A mentor should be selected based on his/her desire to teach/train and has the resources to do so. The mentor will help the intern keep their project on time and within the budget.
- The mentor may be a department head, project leader, long-time employee, or acting supervisor who is knowledgeable about the project on which the intern will work and can provide orientation and wisdom to the student.

Provide adequate workspace for the intern.

- A proper workstation, telephone with voicemail, computer, and email account is vital to your interns' success. Point out the supply room and introduce any appropriate personnel.



The Selection Process

Begin searching for your ideal intern early to give ample lead time to potential candidates to apply and begin the screening/interview process. Connecting with interns early through an internship experience can be the first step in developing your workforce pipeline. Choose interns just as carefully as you choose permanent employees. The longer you accept applications, the more you will increase your chances of finding the best person for the internship position.

Intern Selection Process Steps	
1.	Communicate your organization's needs with the intern. This connection will simplify the process for your organization and greatly reduce time spent identifying potential candidates
2.	Identify and communicate your application procedure to the intern.
3.	Analyze the candidate's resume before the interview to check for signs of organization, clarity, and accuracy. Note involvement and roles in school and community organizations. Look for accomplishments, patterns of progression, and growth.
4.	Prepare a list of interview questions.
5.	Set up interviews with prospective interns.
6.	Determine your top candidates and arrange interviews promptly. After the interview, choose your intern as carefully as you choose permanent employees.
7.	Extend an offer to the intern of your choice.
8.	Provide an Offer Letter just like you would to a full-time hire that outlines the expectations and details of the internship offer.

Sample Interview Questions

- Tell me about yourself.
- Why are you interested in this career area?
- What are your career goals and where do you see yourself in the next 5 years?
- What makes you unique from other candidates?
- What do you want to learn from this internship experience?
- Do you know anyone at our organization?
- What activities are you involved in outside of school/work?
- How would your teacher or past supervisor describe you?
- What has had the most impact on your academic or professional interests?

Onboarding New Interns

Onboarding conveys an organization's brand and values, explains your professional culture, aligns institutional expectations and performance, and provides the tools for interns to be successfully assimilated into his or her positions with a quicker ramp-up to productivity. The sooner interns become active in learning the culture of the company in a meaningful manner, and other necessary procedures, the sooner they will become meaningful contributors. Taking 1-2 days at the very start of the internship period to properly onboard interns will save you time. A smooth transition will minimize organizational disruption and ultimately influence the effectiveness of the internship experience for everyone. A great first day matters for establishing a positive tone moving forward. Take care of important details ahead of their arrival. Make sure you have a functional work area and necessary equipment ready for them. Introduce new employees to everyone on your team, or even the entire company if that is feasible. Plan to take them to lunch. You want to make interns feel immediately welcome, important, and part of the team. Your internship program will exist within the structure and culture of your organization, so it is wise to be conscious of the environment as you plan. It is important to link the program to school structures; departments, teams, meetings, planning, mentoring, and coordination of teaching and learning. Internships are linked to the community and build support among parents and businesses.



SAMPLE: Internship Position Description Template

Internship Position Description

Intern Title:	Department:
Expected Time Frame:	Weekly Hours:
Direct Supervisor:	Pay Status: [unpaid]
Description of Internship [Name of organization/business] is a [type of business] which [description of business]. The [Title] Intern works with the [name of department] staff to [description of goals] . . . The intern's responsibilities may vary based on the prevailing demands within the department. However, the core duties of the student intern may include the following:	
Requirements/Qualifications/Skills [Required skills, course work or level of education] [Background check if required] [Drug testing if required] [Immunizations or medical tests if required]	
Application Procedure [Email, online application, mail, or fax] [Required documents or forms, resume, cover letter, online application, etc.]	

SAMPLE: Orientation Checklist

Orientation Checklist

Rationale

Intern orientations are a great way to introduce your new interns to the primary activities of your business or organization. It is very important for interns to be warmly welcomed into your organization. The sooner your intern understands your business, the sooner they can become meaningful contributors. A smooth transition will minimize organizational disruption and ultimately influence the effectiveness of the internship experience for everyone.

First Day

A great first day matters for establishing a positive tone moving forward. Take care of important details ahead of their arrival. Make sure you have a functional work area and necessary equipment ready for them. Introduce new employees to everyone on your team, or even the entire company if that is feasible. Plan to take them to lunch. You want to make interns feel immediately welcome, important, and part of the team.

Explain Need-to-Know Items

- | | |
|--|--|
| <input type="checkbox"/> Parking | <input type="checkbox"/> Obtain Intern's Contact Information |
| <input type="checkbox"/> Specific Internship Dates and Times | <input type="checkbox"/> Computer Use and Equipment Policies |
| <input type="checkbox"/> Office Hours/Breaks/Lunches | <input type="checkbox"/> Safety and Emergency Procedures |

Review the Internship

- | | |
|--|--|
| <input type="checkbox"/> Internship Position Description | <input type="checkbox"/> Obtain Intern's Contact Information |
| <input type="checkbox"/> Internship Agreement | <input type="checkbox"/> Email, Internet & Computer Use Policy |
| <input type="checkbox"/> Evaluations and Exit Interview | <input type="checkbox"/> Cell Phone and Visitors |
| <input type="checkbox"/> Required Forms | <input type="checkbox"/> Notification Protocol for Absences |

Review Company Standards

- | | |
|---|--|
| <input type="checkbox"/> Performance Standards | <input type="checkbox"/> Policies on Sexual Harassment |
| <input type="checkbox"/> Attendance and Punctuality | <input type="checkbox"/> Confidentiality |
| <input type="checkbox"/> Professional Conduct Expectations | <input type="checkbox"/> Background Check & Drug Testing |
| <input type="checkbox"/> Expected Attire & General Appearance | <input type="checkbox"/> Required Immunizations |

Orient the Intern to the Work Area

- | | |
|---|---|
| <input type="checkbox"/> Notify All Staff of the New Intern | <input type="checkbox"/> Security Card and Name Badge |
| <input type="checkbox"/> Give a Tour | <input type="checkbox"/> IT Assistance |
| <input type="checkbox"/> Make Personal Introductions | <input type="checkbox"/> Workstation |
| <input type="checkbox"/> Explain Work Relationships | <input type="checkbox"/> Chain of Command |

SAMPLE: Performance Review

Performance Review

Replace with
LOGO

Intern Name: _____
Mentor Name: _____
Internship Site: _____
Review Period: _____ Due Date: _____

Rationale

Evaluations and assessments provide the student intern with constructive feedback on his/her internship experience. The student's grade is partially based on the mentor's evaluation of the student's performance on each of the internship dimensions identified below.

Ratings	5	4	3	2	1
	Exceptional	Commendable	Satisfactory	Gets by	Needs work
Attendance & Punctuality					
Appropriate notification when absent					
Attitude; enthusiastic, curious, desires to learn					
Ability to learn; comprehends new concepts					
Dependability; reliable, trustworthy, thorough, organized					
Initiative; self-starter, resourceful, proceeds independently					
Quality of work; accurate, complete, neat, prompt					
Relationships; cooperative, works well with others					
Maturity and poise; confident, self-assured, accepts guidance					
Judgement; uses discretion & tact in decision-making					
Communication; listens to others, communicates effectively					
Overall performance					

Additional Comments

Note to Student: Your signature confirms that you have discussed this notice with your Internship coordinator and/or mentor but does not indicate that you agree with the probation.

Verification

Intern Signature: _____ Date: _____

Mentor Signature : _____ Date: _____

Note: By signing this form, you confirm that you have discussed this review in detail with your mentor but does not necessarily indicate that you agree with this evaluation. Please return this completed and signed form to the school Internship Program Coordinator by:

SAMPLE: Exit Interview Checklist

Exit Interview Checklist

Replace with
LOGO

Intern Name: _____

Mentor Name: _____

Internship Site: _____

Review Period: _____ Due Date: _____

Rationale

Exit interviews should be conducted with students at the end of their internship. Conduct an exit interview to determine if the intern had a good experience. This will provide valuable feedback to upper management for future program planning.

- Company property returned, keys, badge, etc.
- How similar is your experience to your expectations?
- How well did your experience provide information about your chosen career field?
- What was the best part of your internship experience?
- What was the most challenging or difficult part of your internship experience?
- What did you learn from completing your internship project?
- Would you recommend our company/organization to other students for an internship?
- What suggestions do you have for improving our internship program?
- Include any other comments you would like to write down.
- Provide your business card to the intern for future networking.

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