

DEVELOPING YOUR INTERNSHIP

Building Your Professional Future

A Workbook To Help College Students Explore and Develop A Valuable
Internship Experience

Table of Contents

About This Workbook	1
10 Great Reasons To Be An Intern	2
Frequently Asked Questions	3
Step 1: Considering An Internship.....	5
Work Sheet #1: Self-Assessment	6
Step 2: Finding An Internship	7
Work Sheet #2: Company Profiles.....	8
Step 3: Requesting An Internship	9
Work Sheet #3: Personal Profile	10
Step 4: Contacting Companies.....	11
Work Sheet #4: Company Contact Script.....	12
Step 5: The Application	13
Work Sheet #5: Job Application	14
Step 6: Details, details, details...	16
Your objectives and the academic requirements.....	16
The Logistics	16
Work Sheet #6: Summary of Details.....	18
Step 7: Understanding Expectations	19
Work Sheet #7: Clarifying Expectations	21
Site Supervisor	22
Orientation.....	22
Training	23
Evaluation and Development	24
After the Internship.....	25
Summary.....	26
Appendix	27
Appendix A: Student Request for an Internship.....	28
Appendix B: Learning Agreement	29
Appendix C: Code of Conduct	32
Appendix D: Site Supervisor Mid-Term Evaluation of Intern	33
Appendix E: Student Self and Internship Mid-Term Evaluation.....	35
Appendix F: Student Internship Time Sheet	38
Appendix G: Site Supervisor Final Evaluation of Intern	39
Appendix H: Student Self and Internship Final Evaluation.....	41

ABOUT THIS WORKBOOK

Welcome to the world of Internships. This workbook is designed to help you explore and develop a valuable internship experience.

Internships are a great way to “test-drive” career options and allow you to see what having a career in a particular field would really be like. Through an internship, you can apply classroom knowledge to a real-world employment situation and gain valuable work experience. It is also a great way to build contacts and references and get a head start in the field of your choice. The skills and experience you develop through your internship can make you more attractive to companies. For many students, internships lead to immediate employment upon graduation with a job and a company that they already are familiar with and want to be a part of.

Successful internships are not an accident. Success starts with a systematic process of self-evaluation, targeting an area of interest, finding the right company to intern with, making contacts, getting selected, and finally, actually performing the internship activities. Follow-up is important too. You are the critical variable in determining the level of success for your internship.

Developing your internship is a systematic process. The purpose of this workbook is to help you through this process, and so help you achieve the success you, your school, and the host business expect.

Read this workbook and follow the activities. This is a real workbook – at each step, there are forms to complete. Complete the forms, and then work with your Career Development or Internship Office and faculty advisor to develop the internship that will best meet your particular needs.

The more committed to this process you are and the more care you take with each step, the greater the success will be.

As with most things, success rests in your hands.

Good luck.

Dr. William R. Osgood
Amy L. Moy

10 GREAT REASONS TO BE AN INTERN

First Off – Why Bother?

Actually, there are a lot of good reasons why an internship can be a valuable experience for you. Chief among them are the following:

1. **Develop Crucial Job Searching Skills** – The process of finding and obtaining an internship will help you develop critical skills such as job search techniques, resume writing, and interviewing.
2. **Apply Classroom Knowledge To A Real-World Employment Situation** – Internships offer you the chance to showcase your talents and put into practice the theories and skills you've learned in your academic studies; answers the \$10,000 question: "When Am I Ever Gonna Use This Stuff?"
3. **Explore Career Interests** – Internships are a great way to "test-drive" careers and allow you to see what having a career in a particular field would really be like.
4. **Gain Work Experience And A Head Start In Your Chosen Field** – Many employers will only hire applicants with experience. Internships can provide the needed experience to get your foot in an employer's door.
5. **Gain An Understanding Of Human Relations In The Workplace** – An internship may be your first introduction to working with a wide variety of professionals and will provide you with valuable experience in interacting with various co-workers, departments, teams, and levels of management.
6. **Potentially Higher Post-Graduation Salary** – The experience you gain during an internship can lead to higher starting wages than if you were entering the job with no prior experience.
7. **Build References For Future Employment** – Your site supervisor and other employees at your internship will get to know you, your work habits, and the quality of your work. These individuals can be professional references for you and help support your job search efforts in the future.
8. **Make Contacts In Your Chosen Field** – The people you meet at your internship are potential networking contacts. These people can introduce you to others in your field that may have job opportunities available after graduation.
9. **Enhance Your Resume** – The position you held in your internship and the skills and experience you developed should be included in your resume. These achievements can make you more attractive to prospective employers.
10. **Often Leads To Employment** – Many employers use the internship as a way to evaluate potential new employees. A job offer is never guaranteed, but it is certainly possible.

Frequently Asked Questions

So What Are The Issues?

Not surprisingly, the same questions tend to crop up over and over again regarding internships. Here are some of the more frequently asked, along with answers that generally apply:

1. What Is An Internship?

The National Society for Experiential Education defines an internship as “a carefully monitored work or volunteer experience in which an individual has intentional learning goals and reflects actively on what he or she is learning throughout the experience.”

Internships are arranged between employers, academic institutions, and students and typically involve the student going to the employer’s work site and becoming engaged in work activities within that organization. Internships are typically structured with a written learning agreement, monitored with reporting systems, and evaluated at completion.

2. When Should I Start Looking For An Internship?

Right Now. Many employers start posting internship opportunities and interviewing candidates as early as the fall semester. If you wait too long to start your search, you may find most positions are already filled.

Many students also make the mistake of not looking into internships until late in their academic careers. There are often internships available for lower classmen and by taking advantage of these opportunities early on you can participate in several valuable work experiences before you graduate.

3. How Do I Find An Internship?

The Career Development or Internship Office of your college or university is an excellent resource for finding internship opportunities that match your interests. These offices can inform you of on-campus recruiting opportunities from employers, as well as providing you with listings of internship opportunities. Many offices also post the current internship opportunities online for you to access through the Web.

Your academic department is another valuable resource for locating possible internship opportunities. Discuss your interests with your professors and advisors, as they may be able to point you towards possible internship opportunities.

You can also search for your own internships by researching and contacting companies in your desired field. Some companies list internship opportunities along with their current openings in their “Careers” or “Human Resources” section of their websites.

4. Will I Get Credit For The Internship?

Policies vary from institution to institution, but generally you can receive academic credit for internships through your major or minor academic department. Many institutions award credit

based on the written learning agreement between you, your internship site coordinator and the faculty coordinator, documentation of time sheets, evaluation by site supervisor/employer, and student self-evaluations.

5. Will I Get Paid For The Internship?

Employers are encouraged to pay interns whenever possible. Many organizations choose to pay interns at or near the prevailing wage for an entry-level professional in order to attract students and allow them to focus on the internship without the additional pressure of working a second job. Some organizations pay interns a training wage equivalent or near equivalent to minimum wage. Other organizations offer a stipend for the duration of the internship regardless of hours worked. Additionally, many small businesses and non-profit organizations offer unpaid internships that still provide valuable experience and networking opportunities.

6. How Long Do Internships Last?

Internships can vary in length to meet your needs and academic schedule and also depend on the needs of the employer and your institution's academic requirements. Internships during the academic year are generally part-time and scheduled around your student class schedule while summer internships are generally full-time.

7. Who Will Supervise Me During My Internship?

You will typically have a designated site supervisor (even if you will rotate through various departments within the organization) who is responsible for providing you with orientation, training, supervision, evaluation, and meaningful learning experiences.

You will also typically have a faculty advisor that you report to periodically throughout the internship to make sure learning objectives and academic requirements are being met.

8. Who Will Evaluate The Internship?

The site supervisor will typically provide you with regular and meaningful evaluations throughout the internships. Regular evaluations help avoid miscommunication, misunderstanding of duties and responsibilities, and identify progress or lack thereof toward learning objectives.

During the internship, you should also evaluate the experience to determine if your learning objectives are being met. After the internship, your evaluation of the experience will provide feedback on the value of the internship for future students, and make suggestions to improve the internship process and experience as a whole.

9. Can I Include My Internship Experience On My Resume?

Yes. Internships provide valuable related experience in your field and help make you more attractive to perspective employers.

OK, HOW DO I GET STARTED?

Step 1: Considering An Internship

The right internship can provide you with an excellent opportunity to explore career interests, gain experience in a chosen field, and even lead to an employment offer after graduation. The operative word here is "right." Before you seek out an internship, you should do a thorough self-assessment to understand what type of internship you want and what you hope to accomplish through the experience.

Questions to ask yourself:

- What are my strengths and weaknesses?
- What are my interests?
- What aspects of my major do I enjoy?
- What would I like to learn more about?
- What have I always wanted to try?
- Where do I see myself in five or ten years?
- What do I need to do to get there?
- What type of environment do I want to be in? (large company, small organization, established firm, start-up venture, nonprofit, rural, urban, etc.)
- What careers am I considering?
- Why do I want to be an intern?
- What are my goals for an internship?

A number of resources are available online at www.BUZWorks.org to help you with this process of self-assessment and career exploration.

Before going any further, complete the worksheet on the next page.

Work Sheet #1: Self-Assessment

Answer the following questions as thoroughly and as honestly as you can. This self-assessment will help shape your search for the internship that will best fit your interests and goals.

What Are My Strengths and Weaknesses? List 3 Strengths: List 3 Weaknesses:
What Are My Interests?
What Aspects of My Major Do I Enjoy?
What Would I Like To Learn More About?
What Have I Always Wanted To Try?
Where Do I See Myself In Five or Ten Years?
What Do I Need To Do To Get There?
What Type OF Work Environment Do I Want To Be In? (Large/small company; established operation or start-up venture; nonprofit; rural or urban; etc.)
What Careers Am I Considering?
Why Do I Want To Be An Intern?

Step 2: Finding An Internship

Where To Look

There are many resources available to assist you in finding internship opportunities. The Career Development or Internship Office of your college or university is an excellent resource for finding internship opportunities that match your interests. These offices can inform you of on-campus recruiting opportunities from employers, as well as providing you with listings of internship opportunities. Many offices also post current internship opportunities online for you to access through the Web.

Your academic department is another valuable resource for locating possible internship opportunities. Discuss your interests with your professors and advisors, as they may be able to point you towards possible internship opportunities.

You can also search for your own internships. Spend some time researching and contacting companies in your desired field for possible opportunities. Some companies post opportunities under an "Internships" category on the "Careers" page in the website or simply list available internships along with other "current openings" within the organization. You can also explore other possible opportunities with family, friends, and other contacts you may have.

In addition, there are many websites available for you to search for internship opportunities.

Web Based Internship Resources:

- MonsterTRAK- <http://www.MonsterTrak.com>
- WetFeet- <http://internships.wetfeet.com>
- CareerBuilder- <http://www.careerbuilder.com>
- Internships-USA- <http://www.internships-usa.com>
- Rising Star Internships- <http://www.rsinternships.com>
- Cool Works- <http://www.coolworks.com/internships.asp>
- Interweb- www.interweb.com

Doing Your Homework

Once you begin to narrow your search criteria, and especially as you are able to name one or more companies that seem to fit your goals, go to the web and develop a business profile of the companies you are interested in.

Worksheet #2 is a place for you to record the results of your company investigation and will help you organize the information and details relative to

Before going any further, complete the worksheet on the next page.

Work Sheet #2: Company Profiles

Enter the results from your research for the two most desirable internship opportunities.

Company # 1:	
Name:	
Address:	
Primary Contact Name:	Phone:
URL:	Size (# Employees):
Type of Company (Retail, Manufacturing, Service, Other):	
Primary Work of Company:	
Type of Customer:	
Geographic Areas Served:	
Area of Interest:	
Why I Want To Intern With This Company:	
Other:	
Company # 2:	
Address:	
Primary Contact Name:	Phone:
URL:	Size (# Employees):
Type of Company (Retail, Manufacturing, Service, Other):	
Primary Work of Company:	
Type of Customer:	
Geographic Areas Served:	
Area of Interest:	
Why I Want To Intern With This Company:	
Other:	

Step 3: Requesting An Internship

Depending on your institution's internship program, you may need to fill out a form to request an internship. These forms help the advisors better understand what you are looking for in an internship and assists them in helping you find an opportunity that matches your personal and professional interests.

These forms can vary but generally include the following information:

- Your contact information
- Major
- Requested time for the internship (quarter, semester, year)
- Hours you are available to work
- Preferred geographic location for internship
- Area of interest
- Your ideal work environment
- Your objectives/reasons for wanting an internship
- Future academic and/or career goals
- Skills and experiences that you can contribute to an internship position
- Companies or organizations you are currently considering

A sample form to request an internship has been included at the end of this workbook for reference (Appendix A, p 31).

Use the following worksheet so that you will have the necessary information available when you meet with your Career Development or Internship Office.

Before going any further, complete the worksheet on the next page.

Work Sheet #3: Personal Profile

Complete the following worksheet. This is the time to organize your information and think about the answers that you may be asked as you proceed in developing your own internship.

Your contact information: Name: Local Address: Phone:
Major:
Requested time for the internship (quarter, semester, year):
Days and Hours you are available to work:
Preferred geographic location for internship:
Type of work interest:
Your ideal work environment:
Your objectives/reasons for wanting an internship:
Future academic and/or career goals:
Skills and experiences that you can contribute to an internship position:
Companies or organizations you are currently considering: Company #1: Company#2:

DEVELOPING YOUR INTERNSHIP – STILL MORE GETTING READY

Step 4: Contacting Companies

After locating an internship opportunity you are interested in pursuing, you will need to contact companies and begin the application process. Your Career Development or Internship Office may make the first initial contact to the company on your behalf. Others may expect the students to be proactive in the process and contact prospective companies on their own. In any event, before contacting companies, do your homework first. Familiarize yourself with the company. Research their history, products and services, and what industry they compete in. (Here is the benefit of your work in Step 2)

Prepare a script to use when you are ready to start contacting companies. Include the following:

- Description of who you are
- Why you are calling/contacting them
- What you have to offer
- Ask what the company looks for when hiring interns
- Ask what type of work environment the company offers
- Ask what the internship application process consists of

The worksheet on the next page will help you to develop your script. Don't forget to practice this on your roommate or someone else that will give you objective feedback.

Before going any further, complete the worksheet on the next page.

Work Sheet #4: Company Contact Script

Use this worksheet to develop a script that you will feel comfortable using in your telephone contacts with prospective companies. Practice on someone close to you that will give you good feedback so that you will be fully prepared and comfortable with your first actual phone call.

Who you are:
Hello, my name is....

Why you are calling/contacting them:
I am calling to request information about your internship program/openings....

What you have to offer:
I am a third year straight A student in Business Administration at ___ College and

Ask what the company looks for when hiring interns:
What are your requirements for selecting student interns.....

Ask what type of work environment the company offers:
What type of work environment do you offer in your company.....

Ask what the internship application process consists of:
What does your application process consist of

What are your deadlines for application.....

Why should they hire you?
I feel that I can add value to an organization such as yours because....

Step 5: The Application

Once you have determined which internship opportunities interest you, you will need to apply for the position with the company in much the same manner you would apply for any job. The application process can vary from company to company. However, most will expect the following from you:

- Cover letter or letter of intent
- Current resume
- Completed job application
- References
- Interview

Check with your Career Development or Internship Office for workshops and assistance with resumes, cover letter writing, and interviewing skills.

A resume-writing workbook is available at www.BUZWorks.org for reference. A sample job application is included as the next worksheet. Filling it out will help you organize the information required and give you an opportunity to practice filling out what is often the first written contact that you will have with a prospective employer.

Before going any further, complete the worksheet on the next page.

Work Sheet #5: Job Application

Completing this sample job application will both familiarize you with the type of questions you will be asked as your move forward, and will help you organize information you will need to complete application forms – often in the waiting room of your next interview.

Instructions: Print clearly in black or blue ink. Answer all questions. Sign and date the form.

PERSONAL INFORMATION:

First Name _____ Middle Initial _____ Last Name _____

Social Security Number _____

Street Address _____

Phone Number: _____ Email: _____

Are you eligible to work in the United States?

Yes _____ No _____

If you are under age 18, do you have an employment/age certificates?

Yes ___ No ___

Have you been convicted of or pleaded no contest to a felony within the last five years?

Yes _____ No _____

If yes, please explain: _____

POSITION/AVAILABILITY:

Position Applied For

Days/Hours Available

Sun. ___ Mon. ___ Tues. ___ Wed. ___ Th. ___ Fri. ___ Sat. ___

Hours Available: from _____ to _____

What date are you available to start work?

EDUCATION:

Name And Address Of School / Major Degree/Diploma / Graduation Date

Skills And Qualifications: Licenses, Skills, Training, Awards

EMPLOYMENT HISTORY:

Present Or Last Position:

Employer: _____ Supervisor: _____

Address: _____

Phone: _____ Email: _____

Position Title: _____ From: _____ To: _____

Responsibilities: _____

Salary: _____ Reason For Leaving: _____

Previous Position:

Employer: _____ Supervisor: _____

Address: _____

Phone: _____ Email: _____

Position Title: _____ From: _____ To: _____

Responsibilities: _____

Salary: _____ Reason For Leaving: _____

May We Contact Your Present Employer?

Yes ____ No ____

References:

Name/Title	Address	Phone	Occupation
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

I certify that information contained in this application is true and complete. I understand that false information may be grounds for not hiring me or for immediate termination of employment at any point in the future if I am hired. I authorize the verification of any or all information listed above.

Signature _____ Date _____

FINALLY!!!! – THE DECISION

On Getting Selected

When selecting interns, companies will offer positions to the candidate that best matches the qualities and qualifications that they would look for in any other employee, as the intern could very well become a member of their organization in the future. If you receive multiple internship offers, accept the internship that best fits your interests and learning objectives.

Send your selected company a thank you letter expressing your gratitude for the opportunity to join their company. Out of professional courtesy, send thank you notes to the companies you will not be pursuing and inform them of your decision to accept an internship with another company that more closely meets your needs and objectives.

Step 6: Details, details, details...

When you have been selected for an internship opportunity with a company in your desired field, there are a few things to consider before the first day of your internship. For a successful start to your internship experience, your objectives, the academic requirements, and the logistics of the internship all need to be worked before getting started.

Your objectives and the academic requirements

A learning agreement between you, the company, and your academic institution will need to be constructed before the internship can begin. The learning agreement clearly defines your learning objectives and responsibilities, how you will be evaluated and by whom, and the academic requirements for the internship experience. The learning agreement also defines the responsibilities of the internship site supervisor and your faculty advisor so that everyone involved understands the roles and responsibilities of all parties involved in the internship experience. A sample learning agreement form has been included at the end of this workbook for reference (Appendix B, p 32).

The Logistics

The details of the internship should all be determined and agreed upon prior to your starting with the company.

Details to consider:

- Working hours
How many hours per day/week will you need to work to meet the needs of the company and satisfy the academic requirements of the internship? How does this fit into your academic and personal schedule?
- Compensation
Will you be paid for the internship? If not, you will need to budget for internship related expenses (professional clothing, meals, parking fees, transportation)

- Tuition responsibility
If you are receiving academic credit for the internship, what tuition rates are you expected to pay?
- Reporting to work
Where do you go for the first day of the internship? Where do you park? How do you gain access to the building and what will you need to meet security standards? Who will you meet when you get there?
- The first day
What is the dress code? What will you do for meals if you are to report for a full day of work?

Before going any further, complete the worksheet on the next page.

Work Sheet #6: Summary of Details

This worksheet is to help you to make sure that you have thought about all of the details before you begin your internship experience.

Work Schedule		
Month	Days of Week	Scheduled Work Hours
Budget		
Compensation (\$/Week or Month):		
Budget (\$/Week or Month):		
Travel:		
Meals:		
Clothing:		
Miscellaneous:		
Tuition:		
Other:		
Reporting to work		
Reporting Time:		
Place (Building):		
Department/Division:		
Parking/Other:		
Name of Supervisor:		
Supervisor Phone Number:		
Meal Plans:		
Dress Code:		

Getting Started

During the Internship

As you start your internship, make sure that you understand various stakeholder expectations and what you should expect to experience as you progress through your internship.

Step 7: Understanding Expectations

What do you expect from the company? What does the company expect from you? What does your academic institution expect from you both? Understanding these expectations is critical for everyone involved to have a positive internship experience and to assure goals and expected outcomes are being achieved. Expectations can vary from experience to experience but some more core issues to consider are as follows:

Student's expectations of the company:

- Provide a site supervisor to assign, oversee, and evaluate your work and who is readily available to address your questions
- Provide you with professional and skilled tasks
- Require you to problem solve, analyze, or troubleshoot
- Use your skills, interest, and academic history
- Provide opportunities for networking and informational interviewing with key personnel
- Provide you with useful periodic feedback
- Involve you in organization events such as staff meetings when appropriate
- Involve you with client and customers whenever appropriate

Institution's expectations of the student:

- Behave in a professional manner
- Report for internship at the dates and times agreed to
- Commit to achieving learning objectives
- Complete evaluations of the internship
- Complete academic requirements
- Balance the demands of work and school such that neither suffers
- Inform faculty advisor of any problems or changes involving the internship

Institution's expectations of the company:

- Provide a meaningful learning experience
- Help students gain marketable skills and experience in the field
- Provide adequate orientation and training
- Evaluate the student regularly
- Inform faculty advisor of any problems or changes involving the internship

Company's expectations of the student:

- Appropriate dress for the company environment
- Regular and punctual attendance
- Professional, positive "can-do" attitude
- Attentiveness - asking questions to further understanding and avoid mistakes
- Hard work ethic - asking for more work when assignments are completed
- High quality and accuracy of work
- Appropriate use of company email and Internet access
- Keep company information including clients, personnel, contracts, projects and communications strictly private and confidential

Important Advice

It is important to understand that your internship is in a professional work environment and proper respect should be shown to your employer and co-workers. Remember that you are an ambassador of your academic institution and your actions and performance can affect future internship opportunities for other students with the company. A sample code of conduct has been included at the end of this workbook for reference (Appendix C, p 35).

Before going any further, complete the worksheet on the next page.

Work Sheet #7: Clarifying Expectations

Give some thought to the issues raised in the preceding section. The more clear you are in understanding the different sets of expectations placed on you, including your own, the greater are your chances of success.

Student's expectations of the company
Company's expectations of the student
Institution's expectations of the student
Institution's expectations of the company

Site Supervisor

Your site supervisor will be one of your most valuable resources throughout your internship experience. He or she will provide the help and mentoring you will need to be successfully integrated into the work environment. Typically, you can expect that your site supervisor will provide:

Orientation

- Help make the transition into the workplace as smooth as possible
- Help you understand the company's products and services
- Explain policies and procedures governing the company and its employees
- Help you understand and become part of the organizational culture of the company

Training

- Demonstrate technologies and processes you will need to understand to be successful in your work and in the company
- Give advice, teach you and provide other assistance as needed

Evaluation and Development

- Be a positive role model
- Provide feedback on your performance in order to help you learn and grow
- Take an active interest and role in your professional development

Orientation

In order to help make the transition into the workplace as smooth as possible, most companies will provide interns with an orientation program just as they would any newly hired employee. Orientation programs vary from company to company, but are generally conducted by your site supervisor and include the following:

- Tour of the facility – Showing the locations of offices, common areas, elevators/stairs, etc.
- Introduction to company – Explaining company history and helping you understand the company's products and services
- Introduction to employees – Providing you information on employees' titles, basic job functions, and how you might interact with them
- Explanation of policies and procedures relevant to your work – Explaining the established rules or systems that you will need to follow in order to perform your job
- Identification of your personal workspace – Showing you your desk, location of your supplies, and how to work any equipment that you may not be familiar with such as multi-line phone systems or equipment unique to the position or to the company
- Review of the learning agreement and training plan – Revisiting the learning agreement and discussing how it will be carried out

- Discussion of the extent of your authority and decision-making capabilities – Discussing what decisions you should feel comfortable making on your own and which decisions are outside your scope of authority
- Taking care of the details
 - Where do you park
 - What is the dress code
 - Location of restrooms, water fountains, office equipment and supplies
 - Where to hang coats and store personal belongings
 - Where and when to take lunch and break periods
 - Who to call when you need to be absent

If an orientation program is not clearly defined for you, be proactive in acquainting yourself with the company and its employees. Your site supervisor is a valuable resource; use him/her as such.

Training

Your site supervisor will also be in charge of developing a training program for your internship experience. The training program should give you a clear understanding of what is expected of you, your duties and responsibilities, demonstrations of the technologies and processes you will need to understand to be successful in your work, and establish how you will be evaluated. The training program should also address your learning objectives and clearly define how those objectives will be met. Internship training programs vary from company to company, but generally include the following elements:

- Skill Development - Training in specific skills such as computer programs unique to the company or industry, how to use office equipment, and other tasks that are directly related to your duties and responsibilities
- Shadowing - Giving you the opportunity to attend staff and client meetings and other organization events
- Questioning - Assisting you in active learning by explaining and clarifying procedures, tasks, responsibilities, projects, organizational culture, business strategies, etc. Encouraging you to ask questions.
- Professional Development - Encouraging you to attend professional conferences or industry association events to further your understanding of the professional and industry environment. Providing opportunities for networking and informational interviewing whenever appropriate.

Evaluation and Development

Evaluation is very important for your development. An internship can only be a real learning experience if constructive feedback is provided. You should expect to be evaluated regularly throughout your internship. Regular evaluations by your site supervisor help avoid miscommunication, misunderstanding of duties and responsibilities, and identify progress, or lack thereof, toward learning objectives.

Many college and university internship programs will provide evaluation forms for the site supervisor's use. A sample mid-term evaluation for the site supervisor has been provided at the end of this workbook for reference (Appendix D, p 36). Criteria for evaluating an intern vary from institution to institution but may include the following:

- Progress towards achieving objectives in the learning agreement
- Skill development
- Desire to learn
- Willingness to accept new challenges and responsibilities
- Contribution to the organization
- Quality of work
- Dependability, punctuality, attendance
- Relations with others
- Potential in the industry

You will also be expected to evaluate yourself and the internship to determine if your learning objectives and expectations are being met. This evaluation can help you determine your strengths, as well as identify areas that you would like to improve upon as you continue your internship and academic studies. Your feedback can also provide valuable information to your academic institution regarding changes that might help improve the internship program in the future. Evaluation forms vary from institution to institution but generally ask you to comment on the following:

- Are you having a positive experience?
- Are your learning objectives and expectations being met?
- What level of supervision and direction is your site supervisor providing?
- What new skills and abilities are you learning?
- What work habits are you developing?
- Is there academic value in your internship experience?

A sample mid-term evaluation for the student has been provided at the end of this workbook for reference (Appendix E, p 38).

In addition to completing evaluations you may have additional academic requirements that need to be completed during your internship. Depending on your learning agreement, you may need to complete other academic requirements such as:

- Time Sheet (a sample time sheet has been provided at the end of this workbook for your reference- Appendix F, p 41)
- Internship Journal
- Reflective Paper
- Research Paper
- Additional Reading
- Presentation

The evaluations of your site supervisor, your evaluations of yourself and the internship and other completed academic requirements are used by your faculty advisor in determining your grade for the internship course and whether you have met the requirements to award you credit for your experience.

AFTER THE INTERNSHIP

Closure

An internship should have a clearly defined end date that is identified before the internship begins. You and your site supervisor should each complete final evaluations of the internship experience. Some colleges and universities will provide final evaluation forms that can be completed by each participant in the internship experience. These 360° evaluations put closure on the experience and provide information on the value of the internship for both parties as well as make suggestions for improving the process and experience for future internship programs. Sample final evaluations for the site supervisor (Appendix G, p 42) and student (Appendix H, p 44) have been provided at the end of this workbook for reference. You may also have other academic requirement to complete after the internship depending on your specific learning agreement.

Make sure you that you ask for copies or detailed summaries of projects you were involved with during your internship before you leave. These examples of your work experience can be valuable references when you apply for jobs in the future. Keep in mind company confidentiality, however, when sharing this information with others.

If you enjoyed your internship experience with the company and would like to pursue a full-time opportunity with them, make sure you understand the hiring process before you leave. Ask your site supervisor about the application process and explain your interest in a future with their company. Don't forget to send thank you letters to the people that you worked with expressing your appreciation for their help and support in making your internship a success.

SUMMARY

Internships are a great way to “test-drive” careers and allow you to see what having a career in the field would really be like. Through an internship you can apply classroom knowledge to a real-world employment situation and gain work experience, contacts, references, and a head start in the field. Some students may even realize a career they thought they would enjoy is nothing like they expected and choose an alternate academic path to accommodate their new career interests. Either way, the skills and experience you develop through your internship can make you more attractive to companies and for many students lead to immediate employment upon graduation.

Good luck on this great new adventure. You will learn and benefit, and so will the company – a true “win-win” for all.

APPENDIX

- Appendix A: Student Request for an Internship
- Appendix B: Learning Agreement
- Appendix C: Code of Conduct
- Appendix D: Site Supervisor Mid-Term Evaluation of Intern
- Appendix E: Student Self and Internship Mid-Term Evaluation
- Appendix F: Student Internship Time Sheet
- Appendix G: Site Supervisor Final Evaluation of Intern
- Appendix H: Student Self and Internship Final Evaluation

Appendix A: Student Request for an Internship

Name		Date	
<u>Local Address</u>		<u>Permanent Address</u>	
Local Phone:		Permanent Phone:	
Major:		Minor:	
Requested Time For Internship	<u>Semester</u>	<u>Year</u>	
Work Availability	<u>Days</u>	<u>Hours</u>	
Preferred Geographic Area			
Area(s) of Interest			
Your Ideal Work Environment			
Objectives/Reasons for Internship			
Academic & Career Goals			
Relative Skills & Experience			
Organizations Currently Considering	# 1		
	# 2		

Appendix B: Learning Agreement

Student Name: _____ Date: _____

Local Address: _____

Phone: _____

Home Address: _____

Phone: _____ Email: _____

Employer Name: _____

Phone: _____ Fax: _____ Email: _____

Address: _____

Nature of the Business: _____

Site Supervisor Name: _____ Title: _____

Phone: _____ Fax: _____ Email: _____

Site Supervisor Name: _____ Title: _____

Phone: _____ Fax: _____ Email: _____

Internship Title: _____ Dates: _____

Work Schedule: _____

Job Description: _____

Learning Objectives: _____

How Objectives Will Be Accomplished: _____

Role and Responsibilities of the Student: _____

Role and Responsibilities of the Site Supervisor: _____

Role and Responsibilities of the Faculty Advisor: _____

Evaluations:

Conducted By: _____ Evaluating: _____ Due: _____
Conducted By: _____ Evaluating: _____ Due: _____
Conducted By: _____ Evaluating: _____ Due: _____
Conducted By: _____ Evaluating: _____ Due: _____
Conducted By: _____ Evaluating: _____ Due: _____
Conducted By: _____ Evaluating: _____ Due: _____

Grading Criteria: _____

Academic Requirements

Requirement: _____ Due: _____
Requirement: _____ Due: _____
Requirement: _____ Due: _____
Requirement: _____ Due: _____
Requirement: _____ Due: _____

Signatures:

Student: _____ Date: _____
Site supervisor: _____ Date: _____
Faculty Advisor: _____ Date: _____
Internship Office: _____ Date: _____

Appendix C: Code of Conduct

1. I have accessed the resources provided by the Career Development or Internship Office when preparing and developing my resume, cover letters and interview skills.
2. I will conduct myself in a professional manner in all correspondence and meetings with prospective employers and the Internship office.
3. I agree to authorize the Internship Program to release to all prospective employers, if requested by them, any personal records (including GPA and unofficial transcripts) maintained by the program.
4. I will arrive on time and well prepared for all interviews. If a problem arises that prevents me from attending an interview, I will notify both the employer and the Internship Office as soon as possible.
5. I agree to consider all offers before accepting any position. Once I have accepted an offer, I am obliged to honour my agreement and notify the Internship Office as soon as possible.
6. If any problems arise during my Internship, I will inform the Internship Office as soon as possible.
7. I will complete and submit the required evaluation forms and academic requirements by the established due dates.
8. I will immediately inform the Internship office of any changes in my personal information (e.g. e-mail address, phone number).
9. I will immediately inform the Internship office of any changes in my Internship status.
10. I will hold in professional confidence any information gained regarding the sponsoring organization.

Student Signature: _____ Date: _____

Appendix D: Site Supervisor Mid-Term Evaluation of Intern

Name of Intern: _____ Date: _____

Internship Site: _____

Site Supervisor: _____ Title: _____

Please evaluate the intern using the following scale:

1= Strongly Agree 2= Disagree 3= N/A 4= Agree 5= Strongly Agree

Professionalism	Rating	Comments
Shows motivation toward internship		
Works independently and follows directions		
Adapts to new situations/challenges		
Is punctual and dresses appropriately		
Interpersonal Skills	Rating	Comments
Communicates clearly and concisely		
Listens effectively and checks for understanding		
Interacts well with coworkers/customers		
Growth Potential	Rating	Comments
Seeks out answers to questions as needed		
Seeks feedback for self-improvement		
Accepts constructive criticism well		

Problem-Solving	Rating	Comments
Thinks in a disciplined and logical manner		
Able to analyze and solve problems effectively		
Thinks of innovative and creative ideas		
Organization	Rating	Comments
Sets realistic work goals for assigned tasks		
Manages time and tasks effectively		
Quality of Work	Rating	Comments
Completes tasks and assignments accurately		
Has a positive attitude towards work		

What are the intern's greatest strengths and accomplishments?

What areas skills and aspects should the intern seek to develop further?

Site Supervisor's Signature: _____ **Date:** _____

Appendix E: Student Self and Internship Mid-Term Evaluation

Student Name: _____ Date: _____

Internship Site: _____

Site Supervisor: _____ Title: _____

Please evaluate yourself and the internship using the following scale:

1= Strongly Agree 2= Disagree 3= N/A 4= Agree 5= Strongly Agree

Self-Evaluation	Rating	Comments
I am positive and enthusiastic toward work and the internship		
I follow through on tasks and assignments		
I produce high quality work		
I am capable of making sound judgments and decisions		
I work effectively with minimal supervision		
I interact and work well with coworkers/clients		
I communicate clearly and effectively		
I listen actively and check for understanding		
I am fulfilling the requirements of the internship		
I am having a positive experience		

Site Supervisor	Rating	Comments
My site supervisor is well organized		
My site supervisor stresses attendance and punctuality		
My site supervisor gives regular and constructive feedback		
My site supervisor is available for questions and problems		
My site supervisor is helpful and offers suggestions/advice		
My site supervisor is positive toward the internship		
My site supervisor puts time and effort toward my learning		
Internship	Rating	Comments
In my internship objectives are clearly defined		
In my internship orientation and training are adequate		
In my internship goals set by my site supervisor are realistic		
In my internship the work environment is comfortable		
In my internship I am an integral part of the organization		
In my internship my work is sufficiently challenging		
In my internship there is room for growth and development		

How satisfied are you with your site supervisor and their style of supervision?

What do you feel are your greatest strengths? What areas could you improve on?

What skills, knowledge, and experience are you gaining from your internship?

What progress have you made toward achieving your learning objectives?

What activities do you plan to engage in before the end of your internship?

What aspects of your internship do you find rewarding? Disappointing?

Student Signature: _____ Date: _____

Appendix F: Student Internship Time Sheet

Intern's Name _____

Site Supervisor: _____ Title: _____

Month of _____ Year _____

<u>Day of Month</u>	<u>Number of Hours Worked</u>
1	_____
2	_____
3	_____
4	_____
5	_____
6	_____
7	_____
8	_____
9	_____
10	_____
11	_____
12	_____
13	_____
14	_____
15	_____
16	_____
17	_____
18	_____
19	_____
20	_____
21	_____
22	_____
23	_____
24	_____
25	_____
26	_____
27	_____
28	_____
29	_____
30	_____
31	_____

Verification of Intern's Hours Worked:

Intern's Signature: _____ Date: _____

Site Supervisor's Signature: _____ Date: _____

Appendix G: Site Supervisor Final Evaluation of Intern

Name of Intern: _____ Date: _____

Internship Site: _____

Site Supervisor: _____ Title: _____

Please evaluate the intern using the following scale:

1= Strongly Agree 2= Disagree 3= N/A 4= Agree 5= Strongly Agree

Overall	Rating	Comments
Listens and communicates effectively		
Manages time and tasks effectively		
Works with minimal supervision		
Works effectively as a team member		
Able to analyze and solve problems effectively		
Seeks opportunities for self-improvement/growth		
Adapts to new situations/challenges		
Practices good judgment and decision making		
Produces high quality work		
Is positive and enthusiastic		

Please comment on the intern's overall performance?

How well did the intern accomplish the goals set out in the Learning Agreement?

What were the intern's greatest accomplishments?

What are the intern's greatest strengths?

What areas of their personal and professional characteristics and skills should the intern strive to improve on?

Would you recommend the intern for a position in the industry? Why/why not?

Additional comments:

Site Supervisor's Signature: _____ Date: _____

Appendix H: Student Self and Internship Final Evaluation

Student Name: _____ Date: _____

Internship Site: _____

Site Supervisor: _____ Title: _____

Please evaluate yourself and the internship using the following scale:

1= Strongly Agree 2= Disagree 3= N/A 4= Agree 5= Strongly Agree

Self-Evaluation	Rating	Comments
I was positive and enthusiastic toward work and the internship		
I followed through on tasks and assignments		
I produced high quality work on a timely basis		
I made sound judgments and decisions		
I worked effectively with minimal supervision		
I interacted and worked well with coworkers/clients		
I communicated clearly and effectively		
I listened actively and checked for understanding		
I fulfilled the requirements of the internship		
I had a positive experience during my internship		

Site Supervisor	Rating	Comments
My site supervisor was well organized and helped me reach my goals		
My site supervisor stressed attendance and punctuality		
My site supervisor gave regular and constructive feedback		
My site supervisor was available for questions and problems		
My site supervisor was helpful and offered suggestions/advice		
My site supervisor was positive toward the internship		
My site supervisor remained actively involved		
Internship	Rating	Comments
In my internship my work was sufficiently challenging		
In my internship I had opportunities for networking		
In my internship I had a variety of learning experiences		
In my internship the work environment was comfortable		
In my internship I was an integral part of the organization		
In my internship there was room for growth and development		

What specific skills and experience did you develop through your internship?

What areas of your internship did not meet your expectations? Why/why not?

Do you have a better understanding about working in this field? Why/why not?

What do you feel is the overall value of your internship experience?

Would you recommend your internship site to another student? Why/why not?

What recommendations would you make for improving the internship program?

Student Signature: _____ Date: _____