# Developing an Internship Program

UNIVERSITY OF SOUTHERN INDIANA®

**Career Services and Internships**

CAREER LAUNCH ■ symplicity®

## ENHANCE YOUR WORKFORCE WITH UNIVERSITY OF SOUTHERN INDIANA INTERNS!

Anything done well takes time to develop. Much thought and vision are needed from many contributors. This is a general plan to help you get started. Each employer will have special things they should incorporate into their own unique plan. If you would like additional assistance, or have specific planning questions please don't hesitate to contact us.

Our university uses a CSM software platform powered by **Symplicity** for job and internship postings which we call Career Launch. Employers can post jobs and internships to connect with USI students and graduates through this system at no charge.

Request your account online at

**usi-csm.symplicity.com**



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**Help Launch an Eagle!** USI Career Services and Internships offers a wide range of services for employers seeking to recruit students and graduates for employment and internship opportunities.

Hosting a student intern can be a rewarding experience for all parties involved when the program is created and executed well. A rich internship program, provides opportunities for your employees to enhance their leadership and training skills, share new perspectives and ideas, and gain pride in giving a student direction toward a bright future.

Employers greatly can benefit from an intern's ingenuity, knowledge of technology and desire to learn more about real life work experiences. Intern's can contribute to your workload during busy times of the year or with special one-time projects.

> An **internship is** a professional learning experience that offers meaningful, practical work-related experience to a student's field of study or career interest.

### PLANNING

- What do you want to achieve by hosting one or more interns?

- Will the internship be paid or unpaid? Please note, there are strict federal guidelines that must be met if an internship is unpaid. Please consult your company's human resources officer or learn more on the Department of Labor website. Dol.gov

- Establish the number of students you are willing to accept each semester or summer.

- What major, grade level or qualifications will the intern need to do the work?

- What tasks will the interns' daily work consist of? Will they have one big project to work towards over the semester or smaller projects?

- Will the intern work at your office or remotely from home? Where will they sit, what equipment or supplies will they need?

- What special things, unique to your setting, should be incorporated? Safety training, HIPPA, confidentiality agreements?

- What type of onboarding process will you implement to train the intern? Many companies incorporate an orientation process much like that of a new hire to give the student important background information.

- Who else from your company needs to be involved in the process? Who will the intern report to. Who will recruit interns?

## MENTORS SHAPE FUTURE LEADERS

Separate from their direct supervisor, we suggest that the student have a mentor within the company. This should be someone who can talk candidly with them about the industry. They should plan to meet at least weekly during the internship and be available to the intern via email.

## LEARNING THROUGH WORKING

How will you implement learning into the internship to help the student become a well-rounded employee and individual? Some companies invite the students to lunch, include them in staff meetings, do lunch and learns, offer them webinars, end of internship student presentation, etc.

## TIME FRAMES

- POST the position on Career Launch 1-2 months before the start date
- COLLECT resumes or applications for a 2-3 week time period
- CONSIDER the fact that students have classes and tests, so give them 1-2 weeks notice before an interview.
- ALLOW students at least 1 week to make the decision as they may need to coordinate housing for the summer or make other adjustments to their next semester schedule.

Most internships last 1 semester or summer. Students can work part-time or full-time based on your needs, their course schedule and internship credit requirements. Many employers will extend an internship to another semester if a student performs well.



## EXECUSION OF THE PLAN

- Prepare a detailed job description that outlines what the intern will be doing, hours per week, pay, qualifications, desired majors, etc. How do you want applicants to apply? Resume submission through USI Career Launch, online portal through your website, resume collection at a USI career fair?

- Identify the internship supervisor (s) for each participating department. Ensure the supervisors are well prepared to support the student experience.

- Interview students in your office, via video software, or book an interview room on-campus through Career Services and Internships.

- Be clear with the student about their rate of pay or if they will be unpaid. We highly recommend you type up an offer letter that outlines how often they will work, their job title, their pay rate and how long the internship will last.

- Notify USI Career Services and Internships of who you plan to hire each term by emailing career@usi.edu. Students will also need to self-report their internship on their personal Career Launch account.

- If a student wishes to receive college credit for the internship, they will need to contact Career Services prior to beginning work to sign up for credit. They may need to work a certain number of hours during the work term to meet internship credit requirements. Contact us for specific details.

- Students are expected to develop learning goals related to the work the department or company does. These are measurable learning components the student and their supervisor form together. Students receiving credit will be required to submit these goals to their university faculty or Career Services Coordinator.

- Please help us teach students that following up and not "Ghosting" an employer or applicant is professional protocol. We ask that you contact all applicants even if you don't plan to interview them. Thank them for applying and wish them well. If a student does "Ghost" you and not respond, please let us know.

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## EVALUATE AND REFINE

- Clearly define desired outcomes of student performance and internal satisfaction. What are the overall objectives? How will you give them feedback regarding their work on a regular basis?

- We will provide standard digital evaluations that can be completed through Career Launch for the mid-term and end of term evaluations. These are to be completed by the intern's direct supervisor. Evaluations will be required if a student is earning college credit for their experience.

- Think about the company's expectations and if they were met. Review and refine the program as needed.

- Engage in clear, transparent communications with all stakeholders inside and outside the company.

- Some companies choose to extend an internship an additional semester, OR offer a part-time job or a full-time job if the student is graduating. If you plan to do this, make sure to communicate this to the student near the end of the internship term. Many students look for a job or internship months in advance. Please let us know if you plan to extend or hire the student.

**Reflection**--Seek and build in opportunity for student questions and reflection. Debrief 5 minutes at the end of the day to review what took place and what is coming. Expect the student to articulate what they LEARNED, not just the tasks they conducted.

**Monitor and Continuous Improvement**—It is important that there is a feedback loop related to the learning intentions and quality objectives that includes all parties. The structure should allow for flexibility to permit change in response to what the feedback suggests. Communicate regularly with the intern and our staff about any issues or changes to the internship.

**Assessment and Evaluation**—Any program or product is only as good as it can be proven to be. Students are expected to meet with their assigned preceptor (host) at the beginning of the experience to develop learning objectives. These are concepts, skills, techniques, technology, knowledge, etc. of the hosting company and its services the students should learn or apply during the experience. The company is encouraged to design their own means of evaluating their service to the students. The USI Career Service Liaison will be happy to assist in this design, if requested.  USI has an evaluation instrument they will share with the preceptor to evaluate the student.

**Acknowledgement**—Recognition of learning and its impact occur through the daily reflection, inquiry and application of skills and knowledge. Culminating projects or presentations document the depth or breadth of that learning, and help provide closure and sustainability to the experience.

We look forward to working with your company to provide a valuable learning experience for our USI students. We will be happy to meet with you in person or by phone to answer any questions you may have.

## USI Career Services and Internships

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