STEP A MANAGING INTERNS

# TOP TEN CONCERNS OF INTERNS

## 1. GIVE US REAL WORK!

It cannot be said too many times that interns want to work and learn. An internship can help you with projects and assignments that may not get accomplished otherwise. If you have brought on an intern as a recruitment tool, the work produced allows you to assess their abilities. It just makes sense to utilize your interns well.

## 2. Do what you say, and say what you do!

Be honest with your interns about what they can expect during their internships. If the job will require stuffing some envelopes, then make that clear. But if you tell the intern they will be researching a project, and they spend 90% of their time doing "grunt work," then bad feelings may develop. Honesty does not cost you anything, and it will make the interns feel that much more prepared and productive.

### 3. WE LIKE FEEDBACK!

Remember that interns are students, and they may not have the business skills, experiences and workplace behaviors that you take for granted. If your intern makes a mistake, use this as a "teaching moment" and pull him or her aside and explain how the situation should be handled in the future.

### 4. WE WANT TO BE INCLUDED TOO!

Is there a staff meeting that they can attend? Can they quietly tag along to that next project meeting? Head to lunch with a couple of people in the office? Please include them in the daily life of your workplace. After all, if you provide a little more perspective on the intern's work, the product will be much better.

## 5. Please explain.

When you assign work, make sure you give a detailed explanation. While the work may seem trivial and obvious to you, it may not be obvious to someone who has never done it before. Patience and a few extra minutes at the beginning will pay off later when your intern can produce good work independently.

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## 6. I WANT A MENTOR!

Make sure that interns have mentors or supervisors to provide guidance. Identify those who truly like to teach and train, and the experience will be even better.

## 7. A MINUTE OF YOUR TIME PLEASE.

The best mentor in the world is useless if he or she cannot or will not spend the necessary time mentoring. As newcomers, interns may not speak up if they are feeling ignored, so the burden of making sure they are okay is on the mentor. If the busiest person in the office wants to be the designated mentor, he or she should schedule regular times to meet with the intern.

## 8. BE PREPARED!

That wonderful day has arrived and the intern begins his/her internship only to learn that no one knew they were coming, and there is no place for them to work.

## 9. Um...I NEED A CHAIR.

It is amazing how many employers hire an intern and do not think about the fact that they will need a desk, chair, phone and a computer to perform assigned tasks. It is no fun, and inefficient to move an intern from desk to desk as people are out one day to the next. If you want to get a job done, you need to supply the intern with the tools to do the job.

# 10. Show me the money (as best you can).

While each internship is different, and each industry has its own personality, remember that interns have expenses. Your organization may not be in a position to pay much, but anything can help. Maybe you can help pay for their parking, take them to lunch every so often, or develop some other creative way to assist them.



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# TITLE

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# **POSITION DESCRIPTION WORKSHEET**

#### **INTERNSHIP POSITION DESCRIPTION, PAGE TWO**

	MATION					
COMPANY INFOR	MATION					
Internship Superv	visor Name:					
Internship Superv	visor Title:					
Department:						
Company Addres	s:					
City:		State:			ZIP:	
Company Descrip	tion:					
Phone:		Fax:		Email:		
Is your company	a non-profit o	rganization:	No	Yes		
Is the Internship	at a different l	ocation:	No	Yes If yes, where?		
Is this Internship	located nation	wide:	No	Yes		
APPLICATION IN	FORMATION					
Please circle all t	hat apply:					
Application Proc	ess:					
	Cover letter	Resume	GPA	Phone Interview	In—person Interview	
Send resume by	y:					
	Email	Fax	Mail	In-person	Other:	

Additional Requests: \_

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# **EMPLOYER EVALUATION OF STUDENT INTERN**

Stu	dent:	Organization:					
1	Exceptional	(Always demonstrates this ability; co	nsister	ntly exce	eeds exp	ectatior	us)
2	Commendable	(Usually demonstrates this ability; so					
3	Fair				-		/
4	Uncomplimentary	(Seldom demonstrates this ability; ra		-		is)	
5	Unsatisfactory	(Never demonstrates this ability; does not meet expectations)					
If	any criteria are not applicable to	this internship experience, please leave th	he resp	onse bla	ınk.		
A.	Ability to Learn						
	1. Asks pertinent and purp	ooseful questions	1	2	3	4	5
	2. Seeks out and utilizes a		1	2	3	4	5
	3. Accepts responsibility f	or mistakes and learns from experiences	1	2	3	4	5
B.	Reading/Writing/Computation S	kills					
	1. Reads/comprehends/fol	ows written materials	1	2	3	4	5
	2. Communicates ideas an	l concepts clearly in writing	1	2	3	4	5
	3. Works with mathematic	cal procedures appropriate to the job	1	2	3	4	5
C.	Listening and Oral Communicat	ion Skills					
	1. Listens to others in an ac	tive and attentive manner	1	2	3	4	5
	2. Effectively participates	in meetings or group settings	1	2	3	4	5
	3. Demonstrates effective	verbal communication skills	1	2	3	4	5
D.	<b>Creative Thinking and Problem</b>	Solving Skills					
	1. Breaks down complex t	asks/problems into manageable pieces	1	2	3	4	5
	2. Brainstorms/develops of	ptions and ideas	1	2	3	4	5
	3. Demonstrates an analyt	ical capacity	1	2	3	4	5
E.	<b>Professional and Career Develop</b>						
	1. Exhibits self-motivated		1	2	3	4	5
		set appropriate priorities/goals	1	2	3	4	5
	3. Exhibits professional be	havior and attitude	1	2	3	4	5
F.	Interpersonal and Teamwork Ski	lls					
	1. Manages and resolves co	onflict in an effective manner	1	2	3	4	5
	2. Supports and contribut	es to a team atmosphere	1	2	3	4	5
		but appropriate behavior	1	2	3	4	5

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# **EVALUATION SAMPLES**

#### **EMPLOYER EVALUATION OF STUDENT INTERN, PAGE TWO**

G. Organizational Effectiveness Skills	1	9	2	4	5
<ol> <li>Seeks to understand and support organization's mission/goals</li> <li>Fite in with the norms and expectations of the organization</li> </ol>	1 1	$\frac{2}{2}$	3 3	4 4	5 5
<ol> <li>Fits in with the norms and expectations of the organization</li> <li>Works within decision making channels</li> </ol>	1	$\frac{2}{2}$	3	4 4	5
3. Works within decision-making channels	1	2	Э	4	3
H. Basic Work Habits					
1. Reports to work as scheduled and on-time	1	2	3	4	5
2. Exhibits a positive and constructive attitude	1	2	3	4	5
3. Dress and appearance are appropriate for the organization	1	2	3	4	5
. Character Attributes					
1. Brings sense of values and integrity to job	1	2	3	4	5
2. Behaves in ethical manner	1	2	3	4	5
3. Respects diversity (religious/cultural/ethnic) of co-workers	1	2	3	4	5
J. Open Category: Industry-Specific Skills					
Are there any skills or competencies that you feel are important to the prof	ession o	r career-	field (re	present	ed by
your organization) that have not been previously listed in this evaluation?	If so, p	lease list	these s	kills belo	ow and
assess the intern accordingly.					
issues the intern accordingly.					
			_		
l.	1	2	3	4	5
1. 2.	1	2	3	4	5
1. 2.					
1. 2. 3.	1	2	3	4	5
1. 2. 3.	1	2	3	4	5
1. 2. 3.	1	2	3	4	5
1. 2. 3.	1	2	3	4	5
1. 2. 3.	1	2	3	4	5
1. 2. 3. K. Comments:	1	2	3	4	5
<ol> <li>1.</li> <li>2.</li> <li>3.</li> <li>K. Comments:</li> <li>L. Overall Performance (if I were to rate the intern at the present time)</li> </ol>	1	2 2	3 3	4.4.	5
<ol> <li>Description</li> <li>Comments:</li> <li>Coverall Performance (if I were to rate the intern at the present time) Outstanding Good Average Poor</li> </ol>	1	2 2 Unsatis	3	4.4.	5
<ol> <li>Comments:</li> <li>L. Overall Performance (if I were to rate the intern at the present time)</li> </ol>	1	2 2	3 3	4.4.	5
<ol> <li>Description</li> <li>Comments:</li> <li>L. Overall Performance (if I were to rate the intern at the present time) Outstanding Good Average Poor</li> </ol>	1	2 2 Unsatis	3 3	4.4.	5
1.         2.         3.         K. Comments:         L. Overall Performance (if I were to rate the intern at the present time) Outstanding Good Average Poor	1	2 2 Unsatis	3 3	4.4.	5
1. 2. 3. K. Comments: L. Overall Performance (if I were to rate the intern at the present time) Outstanding Good <u>Average Poor</u> 0 1 2 3 4 5 6 7 8	1 1	2 2 Unsatis 10	3 3	4	5
1. 2. 3. K. Comments: L. Overall Performance (if I were to rate the intern at the present time) Outstanding Good <u>Average Poor</u> 0 1 2 3 4 5 6 7 8	1 1	2 2 Unsatis 10	3 3	4	5
1.         2.         3.         K. Comments:         L. Overall Performance (if I were to rate the intern at the present time) Outstanding Good Average Poor 0 1 2 3 4 5 6 7 8         This assessment was reviewed with intern on (Month/Day/Year)	1 1	2 2 Unsatis 10	3 3 sfactory	4 4	5

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# **EVALUATION SAMPLE**

## **STUDENT EVALUATION OF INTERNSHIP**

Please respond to the following questions regarding your internship experience and site. The purpose of this form is to provide opportunity for honest appraisal of your current internship experience.

Your Name:							
Organization:	Semester/Y	Semester/Year:					
Location:	Supervisor	rvisor:					
1. Please rate the following aspects of your internship experience of	on the basis of	this scale	:				
1 Excellent	2 Good	3 Fa	ir	4 Po	or		
Site							
Physical environment is safe		1	2	3	4		
An orientation was provided to the organization		1	2	3	4		
Adequate resources were available to accomplish projects	1	2	3	4			
Co-workers were accepting and helpful		1	2	3	4		
Supervisor							
Supervisor provided a clear job description		1	2	3	4		
Regular feedback was provided on my progress and abilities		1	2	3	4		
An effort was made to make it a learning experience for me			2	3	4		
Supervisor provided levels of responsibility consistent with my abil	ities	1	2	3	4		
Supervisor was supportive of the agreed-upon work days and hours		1	2	3	4		
Learning Experience	e						
Work experience related to my academic discipline and/or career go	al	1	2	3	4		
Opportunities were provided to develop my communication skills		1	2	3	4		
Opportunities were provided to develop my interpersonal skills		1	2	3	4		
Opportunities were provided to develop my creativity		1	2	3	4		
Opportunities were provided to develop my problem-solving abilitie	es	1	2	3	4		
This experience has helped prepare me for the workplace		1	2	3	4		
Overall Value Rating for this Internship		1	2	3	4		
Feel free to explain any of your responses to the above criteria here	(use other side	e if necess	sary):				
1. Would you work for this supervisor again?	Yes	No		Unc	ertain		
2. Would you work for this organization again?	Yes	No		Unc	ertain		
3. Would you recommend this organization to other students?	Yes	No		Unc	ertain		

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