

CAREER



CENTER

DEVELOPING A SUCCESSFUL INTERNSHIP PROGRAM

A Guide for Employers

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Introduction

How can you meet the needs of your organization, yet prepare a student for the future? One way is to develop a quality internship program. This guide will help you to develop your internship program.

What is an internship?

Internships provide students with the opportunity to work in pre-professional positions while still in school. Internships are any type of carefully planned and monitored work experience in which the intern has intentional learning goals. Internships can be a part of the student's educational program or it can be a part of the student's individual learning plan. Internships should promote academic, career and/or personal development.

Internships for Credit

Internships come in many forms, some carry academic credit. If you want the student to receive credit you need to contact the academic internship coordinator (see attachment).

Paid and Unpaid Internships

Some internships are paid and some are not. It is up to the employer to decide if the intern will be paid or not. Most employers determine pay based on the student's class level and level of responsibilities.

Internship Duration

Internships are generally a one-time experience. Internships last anywhere from one month to one year with the typical internship lasting one semester.

How would an intern benefit my organization?

- ✍ Internships provide employers with a continual pool of high-achieving students.
- ✍ Internships allow flexibility in staffing needs: it frees up higher paid staff to do more advanced or higher priority work.
- ✍ Internships offer a cost effective, screening program of recruiting highly qualified students.
- ✍ Internships result in a greater retention of newly hired employees (student interns).
- ✍ Interns returning to campus are effective public relations ambassadors and contribute positively to a company's recruiting efforts and image.
- ✍ Internships serve as a low-cost training and development program.
- ✍ Employer/University ties are strengthened and communication is improved.
- ✍ Internships tend to increase regular employee motivation and productivity.
- ✍ Hiring interns frees up regular employees from minor or routine tasks and allows these employees to concentrate on more challenging or sophisticated projects.
- ✍ Interns are enthusiastic people who will provide new ideas and new viewpoints.
- ✍ Interns that are hired on as a permanent employee after graduation experience greater satisfaction with their jobs than regular hires and therefore help reduce turnover.

How to get started

1st, you will want to develop an internship program that will meet your needs. Make a list of your needs. Are you a small organization looking for help on a special project? Are you a growing organization and you need to find motivated employees? Are you a nonprofit that doesn't have a lot of money, but could provide an excellent experience for a student?

Your internship program can be designed to meet your expectations. However, in order for your program to be successful, it will require commitment on your part.

2nd, draft an internship description that includes job duties, a list of qualifications that may include a specific major, computer skills, class level etc. Your listing should also include information regarding citizenship. Will you consider taking on a permanent resident or an international student who has a F-1 Visa, for example? Also, include information on the

application procedure. Don't forget to mention whether the internship is paid or non-paid. If it is paid, list the wage or stipend amount. Include the duration of the internship, whether it's 3, 6, or 12 months. (See the attached internship listing form.)

3rd, it is time to recruit an intern. How will you find the ideal intern? The CSUS Career Center is a great place to start your search. You should begin recruiting the semester before you need an intern. For example, if you need a summer intern, you should begin advertising in the spring semester. This will give you time to write your description, post it, receive resumes/applications, time to set up interviews, and finally hire your intern. Here are ways in which the Career Center can help recruit your intern:

Posting an Internship with the Career Center

To post an internship within our center please send a detailed internship description by email, internships@csus.edu, fax (916) 278-6872 or mail, 6000 J Street, Sacramento, CA 95819-6064, Attn: Candace McGee. A form with the information that we require can be found on our website at www.csus.edu/careercenter. Once an internship description is received it will then be posted on our in-house J.O.B. Board, (a computerized database that allows students to search for internships and jobs), Monstertrak.com, as well as sent to the appropriate academic internship coordinators.

On-Campus Interviews

Allows employers to interview students on-campus for internship opportunities. The Career Center will schedule students for interviews and collect any necessary materials such as resumes, applications, transcripts etc. Interview rooms will be reserved in the Career Center once a date has been set for your recruitment visit.

The Internship Connection

Designed to connect employers with students who are actively searching for internship opportunities. Students submit their resumes to the Career Center and are then filed by major. At the employer's request, resumes will be faxed or photocopied and mailed to the employer. The employer will make the first contact with the student.

Internship and Job Fair

Each February the Career Center hosts an internship and job fair. Employers who have current opportunities are encouraged to participate. Registration can be done on-line at www.csus.edu/careercenter. Employers can register well in advance to make planning easier.

Contact Candace McGee for the above services at 916-278-7207 or cmcgee@csus.edu

Finally, and perhaps most importantly, make sure you are familiar with the legalities of hiring an intern. As with any other employee, interns have rights and are protected under the law. See below for more information or contact your corporate lawyer or your own human resources department.

Evaluation

Be sure that you evaluate your intern at least once a month, if not more. Interns need guidance, reassurance, and feedback. As an employer, you will want to know that your intern is meeting your expectations. The evaluation can be formal and in writing or as an informal conversation over lunch. The benefit of writing evaluations is that if you want to hire your intern at a later time, you will already have some information about your intern.

You can also have the intern evaluate their experience at the end of their internship. This will help you to determine whether your internship program has been beneficial to the student or if improvements or changes need to be made.

Legal Concerns

Do interns have to be paid? The US Fair Labor Standards Act (FLSA), which applies to all companies that have at least two employees directly engaged in interstate commerce and annual sales of at least \$500,000.00, severely restricts an employer's ability to hire paid interns.

You don't have to pay interns who qualify as leaders/trainees. The US Department of Labor has outlined six criteria for determining trainee status:

1. Interns cannot displace regular employees
2. Interns are not guaranteed a job at the end of the internship (though you may decide to hire them at the conclusion of the experience)
3. Interns are not entitled to wages during the internship
4. Interns must receive training from your organization, even if it somewhat impedes the work
5. Interns must get hands-on experience with equipment and processes used in your industry
6. Interns' training must primarily benefit them, not the organization

Be sure to find out about workers and unemployment compensation through your human resources department.

If an intern is harassed at your company and nothing is done, the company is at risk for possible lawsuits. Make sure you advise your intern of appropriate workplace behavior and the company's harassment policy and complaint procedures.

International Students

If you need information about student visas and recruiting international students, contact the CSUS Office of Global Education at 916-278-6686. You can also contact Immigration Support Services, 1300 Bent Creek Blvd., Mechanicsburg, PA 17055, 1800-437-7313 or www.immigrationsupport.com.

Ten Concerns of Interns

Compiled by Michael True, Director, Internship Center, Messiah College

1. Give us real work!

It can't be said too many times that interns want to work and learn. An internship can help you get a job done that you couldn't otherwise, right? If you've brought on an intern as a recruitment tool, then how will you be able 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 internship. 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 will develop. Honesty doesn't cost you anything, and it will make the interns feel that much more respected.

3. We like feedback!

Remember that interns are students, and they may not have the business skills and experiences that you take for granted. If your intern makes an oversight, just 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? Headed 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 that 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's 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.

6. I want a mentor!

Make sure that interns have a mentor or supervisor to provide guidance. Make it someone who truly likes to teach, 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 can't or won't spend the necessary time mentoring. As newcomers, interns may not speak up if they're feeling ignored, so the burden of making sure they're 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 goes to start their 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 don't think about the fact that they will need a desk, chair, phone and a computer in order to do the task assigned. It is not fun, and not efficient 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.



INTERNSHIP LISTING FORM

Please type or print legibly. Fax to Candace McGee at (916) 278-6872

Date _____

Company/Agency _____

Address _____

Telephone Number _____ Fax Number _____

Email _____ Website _____

Contact Person _____

How to Apply _____ Number of Openings _____

Internship Title _____

Circle one: Paid Unpaid If paid, list wage: \$

Days and hours _____

Circle all that apply: U. S. only F-1 Visa Permanent Resident

Description _____

Qualifications (ie preferred major(s), preferred class level, required skills etc.)





CSUS Internship Coordinators

by Academic Department

Department	Coordinator	Phone	Email
Anthropology	Jerald Johnson	(916) 278-6452	jjj@csus.edu
Biological Sciences	Mary Ann Reihman	(916) 278-7377	reihmanma@csus.edu
Business Administration	Bonnie Burnell	(916) 278-5576	burnellb@csus.edu
Business-Human Resources	Oriel Strickland	(916) 278-5609	ojstrick@csus.edu
Business-Insurance	Thomas Heflin	(916) 278-6407	heflintl@csus.edu
CAMP	Marcos Sanchez	(916) 278-7241	msanchez@csus.edu
Chemistry	James Hill	(916) 278-6684	hilljlamesc@csus.edu
Child Development	Judy Judd	(916) 278-7021	juddj@csus.edu
Co-Op	Carol Hopfe	(916) 278-7220	hopfec@csus.edu
Commercial Recreation	Tony Sheppard	(916) 278-7231	tony@csus.edu
Communications	David Martin	(916) 278-6065	dmartin@csus.edu
Computer Sci/Engineering	Cici Mattuizzi	(916) 278-7091	mattiuzzic@csus.edu
Criminal Justice	Hugh Wilson	(916) 278-7495	wilsonh@csus.edu
Dietetics	Susan Algert	(916) 278-4271	salgert@csus.edu
Economics	Kevin Calandri	(916) 278-6131	calandrikv@csus.edu
Education-Career Counseling	Al Levin	(916) 278-5399	alevin@csus.edu
Education-Counseling	Debra Marcus	(916) 278-5399	debmarcusms@aol.com
English	Stephanie Antalocy	(916) 278-6436	antalocy@mindspring.
Environmental Studies	Angus Wright	(916) 278-6819	wrighta@csus.edu
Ethnic Studies	Gregory Mark	(916) 278-6645	markgr@csus.edu
Family & Consumer Sci.	Lakshmi Malroutu	(916) 278-6393	malroutu@csus.edu
Foreign Language	Marjorie Gelus	(916) 278-6509	gelus@csus.edu
Geography	Tom Krabacher	(916) 278-6109	krabacherts@csus.edu
Geology	Tim Horner	(916) 278-5635	hornertc@csus.edu
Gerontology	Cheryl Osborne	(916) 278-7281	osbornec@csus.edu
Government	Jean Torcom	(916) 278-7095	torcomje@csus.edu
Graphic Design	Gwen Amos	(916) 278-7897	gwena mos@csus.edu
Interior Design	Jim Kenney	(916) 278-6375	jimk@csus.edu
Journalism Studies	David Martin	(916) 278-6065	dmartin@csus.edu
Kinesiology	Michael Nave	(916) 278-6306	navem@hhs4.hhs.csus.edu
Kinesiology & Health Science	Fred Baldini	(916) 278-6441	baldinif@csus.edu
Kinesiology-Adapted P.E.	Scott Modell	(916) 278-5041	modells@csus.edu
Kinesiology-Athletic Training	Doris Flores	(916) 278-6401	floresde@csus.edu
Kinesiology-Exercise Science	Daryl Parker	(916) 278-6902	parkerd@hhs.4.hhs.csus.e
Kinesiology-Graduate Studies	Maureen Smith	(916) 278-6237	smithmm@csus.edu
Kinesiology-Health Science	Melinda Seid	(916) 278-6451	seidmj@csus.edu
Kinesiology-Physical	Joan Neide	(916) 278-5383	neidej@csus.edu
Kinesiology-Therapeutic	Jayne Willett	(916) 278-5039	willetj@csus.edu
Mathematics/Statistics	Sharron Jordan	(916) 278-5639	jordans@csus.edu
Music		(916) 278-6558	
Outdoor Recreation	Cary Goulard	(916) 278-6880	goulardc@csus.edu
Psychology	Marya Endriga	(916) 278-6735	mendriga@csus.edu
Public History	Chris Castaneda	(916) 278-5631	cjc@csus.edu
Public Policy	Suzi Byrd	(916) 278-6557	suzi_byrd@csus.edu
Rec. and Leisure Studies	Deepak Chhabra	(916) 278-6429	deepak.chhabra@ csus.edu
Social Work	Sylvia Navarri	(916) 278-7183	navaris@csus.edu
Sociology	Thomas Kando	(916) 278-6694	kandotom@csus.edu
Speech Pathology &	Lynda Oldenburg	(916) 278-7732	oldenburgls@csus.edu
Theater and Dance	Roberto Pomo	(916) 278-6368	pomor@csus.edu
Therapeutic Recreation	Carol Stensrud	(916) 278-5022	stensrud@csus.edu
Women's Studies	Rita Cameron-Wedding	(916) 278-6817	cameronwedding@