



Employer Handbook

Before the Internship, Prepare for the Intern's Arrival

1. Create an Intern Manual (or have your first intern create one)

Intern manuals are the information that helps to guide students through their experience. They can be instructional, personal, or a set of materials that is useful to new employees. They can help to answer common questions that interns have. If you would like to continue to have students each semester or for several years, an intern manual will help you provide the best experience.

An intern manual should include the following:

- Company Mission statement
 - Profile information - materials already created, like brochures, websites, or information from a business plan
 - The job description so the intern is clear on their responsibilities
 - A list with industry acronyms they may need to know
 - Written Company Policies (i.e.)
 - Scripts for answering phones
 - Phone rules about sharing coworker's information
 - Parking rules
 - Dress codes
 - Computer or printing codes and rules
 - Etiquette around lunch-room or space sharing
 - Timekeeping Materials and rules
 - What to do on a snow-day?
2. Prepare the space for the intern. Where will they sit? Do you need to work with IT for the student to get a password for the computer? Will you need to prepare them an email? Nothing is as discouraging as being invited to an organization, but not having any workspace.
 3. Confirm with the Coop Department that you are ready and looking forward to the intern beginning. We like to know! This is a good time to ask questions you may have.
 4. Tell the other employees someone new is joining the team.
This is also a good time to let them know of what day you may be stopping by their office to introduce them. This can help staff know they may want to tidy up and be on their best behavior that day. It is also a time to encourage your co-workers to feel free to initiate introductions and to be kind and willing to answer questions.
 5. Email the intern information they should be familiar with on their first day.
 6. Think about creating a Welcome Packet. This packet may include a copy of your Internship Agreement, any HR documents interns need to sign ahead of time for payroll or liability, and the internship packet provided to you by the Cooperative Education Department.

(Adapted from Internships.com)



During the Internship

Review the First Day Checklist

Orientation

Orientation is a time to go over policies and training in more depth.

Make a Schedule

Interns must complete 150 hours in the 15 weeks, even if there are holidays. Students should let you know at this time if they are not available during spring fall break or about other days schools I not in session. The student needs to make a schedule with the supervisor so the student knows who to report to in the absence of the immediate supervisor. Students should schedule themselves for at least 10 hours a week, but no more than 20 hours a week if a work-study student. Paid interns can work full time schedules like any other employee, if they desire. First Day photo? Let the student know if you'd like to take pictures on the first day, so they are prepared and dressed appropriately.

Supervise the Intern(s)

Supervision is a very important part of internships. This is where you can explain to the intern who in the company reports to who, and what rules they follow. If there are specific industry rules about work quality, introduce the intern to these company rules and how they are enforced by supervision. Explain how frequent reviews of work or work product are. If you have an organizational chart for the company, this is a good place to discuss it, as it relates to supervision.

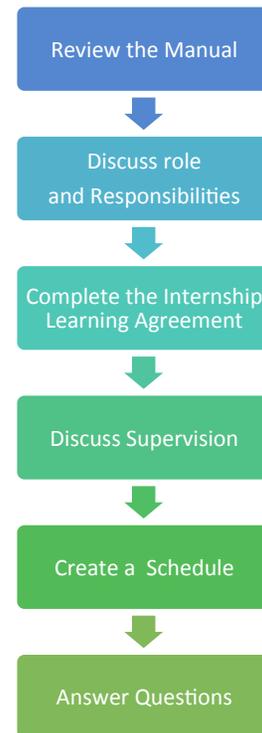
Weekly Check-ins

While interns can, of course, ask questions in between check-ins, supervisors should urge them to keep a list of non-urgent issues that don't directly affect project progress. This way, interns can address these on a weekly basis.

Weekly meetings are a good time to ask questions of your interns. Find out what they are struggling with. It is a time to brainstorm ways they can improve in that skill and you can recommend trainings that the organization can provide. This is a time where you can discuss the work and how it relates back to the organization's mission and goals.

Weekly Check in Agenda

Weekly meetings should be goal oriented. Start the meeting with a list of what things will be done by the next meeting for the week to be considered a success. Then have a place to give the intern updates on the team's work, and have the intern update you on progress they have made towards specific tasks and goals. Include subjects where you can ask the intern for input. Being asked for





opinions about the work makes them feel valued and is a chance to educate them about your decision-making processes. Talk about what the intern learned this week. Sometimes it is hard for students to put what they learned into words, but they should be encouraged, and have the space, to try. Complete the meeting with making the next steps towards goals. It is also a good idea to have the intern repeat back to you what their responsibilities will be for the week.

Sample Agenda

Goals: This week will be successful if 100% of the incoming calls are directed correctly.

This week will be successful if 12 social media updates are written and 8 are scheduled for the next 7 days. This week will be a success if all the account payable mail is put in order of priority on the desk of Janet Smith.

Organization Updates: Jean-Paul had a baby girl and will be gone for a month. While he is gone, we have hired a temp to replace him. If you have a question that would normally be in Jean-Paul's department, ask the CEO instead. There was an article in the paper about our work.

Intern Updates: The final schedule means my last day will be May 10th. I have a birthday party for my grandma on April 4th, so I won't be in.

At the End of the Internship

Off boarding is the opportunity for you to reflect on your time together. It also acts as a formal graduation experience to make the student feel valuable, and create a life-long ambassador for your company. Here is a quick guide to a last-day off boarding.

Off boarding (Last week)

- Go over successes as individual and team
- Give input on strengths and challenges
- Help the student update their resume
- Arrange for compensations or bonuses
- Present a letter of recommendation
- Ask what trainings future interns should get
- Update the job/internship description
- Review responsibilities the intern will be passing back to staff

Other Resources

<https://www.fresnostate.edu/jcast/student-success/employers/employerguide.html>

<http://www.virginia.edu/career/intern/startinganinternship.PDF>

<http://www.naceweb.org/internships/index.aspx>