

Employers' Guide



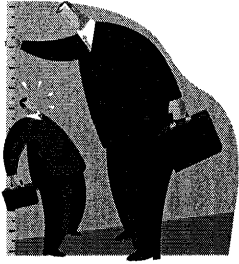
Building a Quality Internship Program

*This manual has been designed
to provide you
with all the necessary information
to implement
a quality internship program
and to connect with UNLV
through the Rebel Internship Program
and Academic Internships.*

*Additional copies of this manual
are available online at:
<http://hire.unlv.edu>*

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Top Ten Concerns of Interns

(Extracted from the University of Kansas handbook, "Starting and Maintaining a Quality Internship Program")

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 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 no 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.

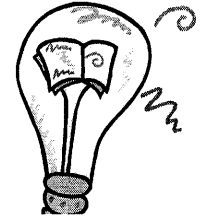
10. Show me the money (as best you can).

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.

Orientation Checklist

- Explain the mission of the organization**
 - How did the organization start? Why?
 - What is unique about your product or service?
 - Who benefits from your product or service?
 - What are the organization's current objectives? How may the intern contribute to those objectives?
- Explain the organization structure**
 - Who reports to whom? Who, specifically, is the intern's supervisor?
 - What is the intern's department responsible for?
 - How are decisions made?
 - Which personnel can answer different kinds of questions?
- Outline organizational rules, policies, decorum and expectations**
 - Is there special industry jargon?
 - What are the specific work standards and procedures?
 - What access to the supervisor (days, times, and duration) does the intern have?
 - How do the mail and telephone systems work?
 - What are the approved forms of correspondence?
 - By what safety regulations must they abide?
 - Is there a procedure for signing off completed work?
 - What periodic forms or reports need to be completed?
 - Are there security or confidentiality issues the intern should be aware of?
 - What is acceptable with regard to dress and appearance?
 - How should they maintain the premises and their work area?
- Define the intern's responsibilities**
 - What is the intern's role?
 - What projects will be assigned to him or her?
 - What resources are available to the intern?
 - What training is necessary?
 - How does the organization want the intern to deal with clients or vendors?
 - What tasks can be completed without supervisory approval?
 - Do other employees understand the intern's role?
- Monitor the intern's adjustment and understanding of what is expected**
 - Make yourself visibly available to the intern.
 - Assign someone who can periodically "check-in" with the intern.
 - Provide feedback and constructive criticism.
 - Force the intern to ask questions.

Learning Objectives Worksheet



You might be wondering, what a learning objective is. A Learning objective is a brief, clear, & concise statement of what a person will be able to perform at the end of an instructional period. In this case, it will be at the end of your internship.

On your application you identified skills that you wish to take away from your intern experience. The purpose of this worksheet is to take those skills, transform them into goals, then from these goals create learning objectives.

The first portion of this worksheet is to form goals based on the skills you stated on the application. The second portion will be done in collaboration with your supervisor. Together you will create learning objectives based on the goals you have set.

Goal Setting

This part of the worksheet is intended to help you clearly define what you wish to take away from the internship and make it a goal. This will help you and your employer understand what you need to make this a successful internship experience for you.

For example, if you wish to develop skills in professionalism. Then make it a statement such as this. 'I want to learn how to act appropriately in a professional setting and feel comfortable in these types of settings.'

Below, write your skill and then state that as a goal you want to achieve.

Skill _____
Goal _____

Skill _____
Goal _____

Skill _____
Goal _____

Skill _____
Goal _____

Writing Learning Objectives

To write an affective learning objective it should focus on your internship, your goals, and be measurable. It should also explain expectations for behavior, performance, or understanding.

The actual structure of the objective is as follows. First, you select a verb for performing the task. Second, you select a condition in which the task must be performed, then select a standard to which the task must live up to. Here is an example.

- Acquire the knowledge and skills that I need to act appropriately in professional situations.

Here are a few measurable action words that might help when forming these objectives.

- Recognize
- Prioritize
- Analyze
- Create
- Discuss
- Construct
- Articulate
- Describe
- Apply
- Assess
- Evaluate
- Identify
- Develop
- Define
- List

Now, take some time with your supervisor and create four learning objectives using the goals you created and list them below:

Learning Objective #1:

Learning Objective #2:

Learning Objective #3:

Learning Objective #4:
