

* This information was created from the Employer Perspective by: SUKUP MANUFACTURING

PURPOSE

The purpose of this packet is to ensure that interns experience a welcoming environment that fosters learning in their desired field of study. This packet will also be designed to help companies to exhibit the community that surrounds their facilities. When companies hire interns it may be for the purpose of eventually hiring that individual full time. For this reason this internship packet focuses on the big picture. As the current intern environment often draws students to jobs that may be far from “home”. If the long term goal is to hire the intern then it is very important to show the individual(s) the potential of that community to be their new “home”.

THE COMPANY

BEFORE:

- When deciding whether to offer an internship consider the following
 - Work you will have intern complete
 - Cost of adding an intern: Wages, housing, social/networking activities, recruiting costs, work materials
 - Internships are a cost-effective strategy for hiring educated talent. Some businesses may further benefit from internships by qualifying for grants through the Iowa Economic Development Authority Iowa Student Internship Program and the STEM Internship Program.
- Creating an internship program
 - Determine in which academic majors you will find students with the course work, interests, and career goals that fit well with your organization's experiential learning assignments.
 - Designate internal personnel to be the head of the internship program
 - The intern's main contact leading up to start date
 - Create intern job descriptions
 - A good internship job description explains the organization's goals and mission; outlines the intern's responsibilities and potential tasks/projects, illustrates the necessary qualifications (skills, educational level, and majors accepted); clarifies the duration of the internship (months, hours/week, time of year); notes if paid or unpaid; provides the job location; and specifies how to apply.
 - Create application form
 - Coordinate with local universities and junior colleges to attend career fairs
 - Fosters relationship with college career departments
 - Ask Career Center to do internship survey and pass on results
 - Post listing on universities' and junior colleges' intern boards
 - Post listing on company website
 - Use social media to recruit interns
 - If company has a scholarship in designated major(s) ensure that the scholarship application information is posted on university and/or junior college boards. Consider scholarship recipients as interns

EMPLOYER RESOURCE- INTERNSHIP PACKET

- Coordinate with college clubs or classes in areas the company is seeking interns to have someone from company be a guest speaker at a meeting/class—example: Company looking for engineering intern schedules company engineer to speak at Society of Manufacturing Engineers meeting.
 - Consider offering flex time and other unusual work arrangements
 - Students mention flex-time as one of their most-desired features in a job. It is similar to how students spend the day on campus and is often an easier transition into the workplace.
 - Another arrangement that has been found successful with students is keeping them on as part-time, remote employees after they go back to school.
 - Make decision on who will receive interviews
 - Review resumes and narrows to top 5 or top 10
 - Look for: skills, qualifications, relevant coursework, other internships, work experiences, extracurricular activities, leadership positions, honors, achievements, and grammatical errors
 - Schedule interviews with student and whomever is making the hiring decision
- Interviewing Interns:
 - Internship interviews will help you evaluate if a student is a good fit for your business.
 - The following are potential interview questions:
 - What interests you about our company?
 - Why did you apply for this internship?
 - Why did you choose your major?
 - What is your experience with (software, programs, etc.)?
 - What relevant experience of yours relates to the internship?
 - What do you hope to gain from this internship?
 - Provide a recent example of when you _____?
 - When are you available to start the internship?
 - Create an evaluation form to rate the candidates and make additional comments. By the end of the interview process, hopefully you have found a top candidate and now you can make an offer!
 - Making an Offer
 - Send offer letter either via mail or email
 - Letter should include:
 - Dates/duration of the internship
 - Specific pay
 - Deadline for acceptance
 - Type of employment
 - Conditions for employment such as drug screening and/or physical abilities test

EMPLOYER RESOURCE- INTERNSHIP PACKET

- Contact information
- Only send one offer letter at a time and do not send denial letters until student has accepted
- At least a month before start date
 - Confirm start date
 - Provide intern with housing assistance
 - Provide assistance in locating affordable, short-term housing
 - Other interns to share house with, whether within company or at another company in the community
 - College and university housing: is there a college or university nearby that offers dormitory housing?
 - Funding some or all of housing? Give housing information, location, and policy to intern
 - Discuss any necessary summer vacation days
 - Be flexible family vacations are important
 - Encourage students who have interest in taking a summer class whether online or at a local community college.
 - Address any outstanding questions or concerns.
- At least a week before agreed start date provide:
 - Dress code
 - Reporting location
 - Parking location
 - Copy of “Accepted Forms of Identification” for the I-9 form.
- Internal preparation for the interns first day.
 - Gather copy of handbook and employment paperwork.
 - Create Standard Operating Procedures for their position.
 - Set up Work Station: computer, phone, stapler, calculator, scissors, tape dispenser, notebook, files, sticky notes, pens, pencils, trash can, recycling bin, etc.
 - Employee directory to give to intern
 - Photo, Name, Job
 - Orientation for Supervisors and Mentors to ensure that everyone is on the same page. Discuss expectations and roles.
 - Supervisors: This is who designates intern projects and duties. Often would be the head of the department. Responsible for providing meaningful projects for the intern. The work should be challenging, related to their major, and valuable to the company.
 - Mentors: Works in department and knows the ins and outs. The mentor is to help the intern with their office question and concerns. Mentors are essentially the interns “guide”. They will answer questions about computer programs, phone system, where others offices are located, where different locations and items are located, filing, etc. Mentors also act as a buddy the first few days. They invite the intern to sit with them at lunch and to hang out on breaks. Essentially a familiar face. Someone who is both warm and welcoming

FIRST DAY:

- Interns First Day
 - Orientation:
 - Go through handbook with employee. Emphasize important policies. Ensure that acknowledgement forms are signed and put in the employees file.
 - Go through and complete employment paperwork such as Emergency contact form, I-9 form, Federal and State W-4, Non-Disclosure Agreement, Confidentiality agreement, Vehicle Registration form (if necessary for parking), etc.
 - Safety training if applicable and distribute Personal Protective Equipment.
 - Discuss:
 - Company Vision/Core Principles/Goals and how the intern fits into this
 - Products and/or service—what is unique about company?
 - Any terminology that needs to be clarified with intern
 - Discuss what will be needed by the student's university during the summer including paperwork, evaluation deadlines, site visits, and end of summer presentations.
 - Give intern tour of facility—Be sure to point out: work space, common places meetings are held, bathrooms, drinking fountain, lunch rooms, back stairs, office supply area, filing cabinets the intern may need to use to file or retrieve information, and copier
 - Introduce intern to key co-workers
 - Discuss hours and clock in procedure.
 - Do you expect the intern to work overtime, Saturdays, early or late shifts?
 - Are they punching in, using a time card, swiping an I.D., or clocking in online?
 - Show intern how and where to do the above.
 - If they need a company I.D. help them get this.
 - Do you expect them to track the hours they spend on projects?
 - When are their breaks and or lunch?
 - Discuss attendance policy. What is the call-in procedure if late or sick?
- Packet that includes: [Example fill in the blank packet below]
 - Supervisor/Mentor name(s)
 - Company Vision/Core Principles/Goals
 - Standard Operating Procedures or Memos from department
 - IT contact information
 - Email information and any other necessary username or password
 - Include filing and saving conventions
 - Programs to use and how to use said programs
 - Facility Map
 - Intern activities, professional development opportunities, and community information
- Supervisor Meeting on First Day
 - Discuss: duties, responsibilities, performance standards, power, decision making abilities, and any other expectations or limitations
 - Discuss work assignments
 - Schedule a weekly meeting time to discuss projects, questions, and concerns
 - Also reiterate that you (supervisor) have an open door policy.

EMPLOYER RESOURCE- INTERNSHIP PACKET

- If you (supervisor) are regularly out of office establish a secondary person to direct project questions to or provide intern with the best way to reach you when out of office

DURING THE INTERNSHIP:

- Regularly check in with student, fostering growth and learning
- Include student in internal training and skill development
- Listen to your intern. You don't have to take action on every idea, but interns are often excited and innovative. They may have great ideas for the company.
- Offer opportunities for interns to interact with those in executive ranks in the company. Can hold a speaking engagement or luncheon.
- Periodic evaluations or surveys to help track interns success

END OF INTERNSHIP:

- End of internship presentation
 - Ask intern to create a presentation to showcase their top project/projects to fellow employees. This is also helpful for students who must do an internship presentation for their university. Students work very hard at completing their work and are generally proud of their accomplishments. This is a great way to demonstrate intern achievements, present project/development to the employees, and showcase the internship program to employees.
- Exit Interviews/Evaluation
 - An internship can only be a true learning experience if constructive feedback is provided. An effective evaluation will focus on the interns' learning objectives that were identified at the start of the internship. Supervisors should take time to evaluate both a student's positive accomplishments and weaknesses. If an intern was unable to meet their learning objectives, suggestions for improvement should be given.
 - Schedule a face-to-face exit meeting/interview. Use this time to gather feedback on the student's experience and to assess their interest in coming back. Having the students fill out an exit survey and bring it to the interview can give some structure to the conversation.
 - Example questions to ask:
 - What was your favorite project or part of project?
 - Did you understand what was expected of you?
 - Was the internship as expected? Better? Worse? Different?
 - What is your favorite part of the company?
 - What could we improve on in the future?
 - How was your relationship with your Supervisor? Mentor?
 - What did you think of the culture? How can we improve the company culture?

THE FOLLOWING INFORMATION SHOULD BE GIVEN TO INTERNS ON FIRST DAY.

INTERN INFORMATION

[PUT YOUR COMPANY VISION/GOALS/CORE PRINCIPLES HERE]

Your Supervisor is: _____

Weekly Supervisor meeting time:_____

Your Mentor is: _____

Ask your Mentor where you can find office supplies you may need.

Call _____ at ext.:_____ for any computer and phone problems.

_____ will provide you with a username and password. This is used to sign into your computer and to sign into your email.

If you are going to be gone on any day throughout the summer, please be sure to set an out of office reply before leaving.

An employee photo directory and a phone (Extensions) list can be found _____.

To get on network go to
_____.

The files you will commonly use are:

The naming convention for your department is:

Your projects will be given to you via
_____.

Commonly used abbreviations include:

Filing instructions:

Add internship goals here:

[Create and add Standard Operating Procedures or Memos for frequently completed tasks in department]

INTERN PROGRAM

Encourage your Community Chamber of Commerce to put on an intern program if you only have one intern so that local interns can get to know one another and develop meaningful relationships.

- Events:
 - Lunch with Supervisor, Mentor, and Management [DATE/preferably within first week]
 - Opportunity to interact, ask questions, and build relationships with those whom you will be working with this summer
 - Professionalism Seminar [DATE/could be combined with dining etiquette]
 - This event, put on by Human Resources, will teach interns how to interact with others in a professional manner. This should include, but not be limited to email etiquette, meeting etiquette, phone etiquette, office culture, and shaking hands. Essentially how to interact with others when representing us.
 - Dining Etiquette [DATE]
 - Go to [local restaurant] to learn the ins and outs of dining etiquette for future professional engagements.
 - Financial Planning
 - Local banker will discuss managing your finances as young professionals. Subtopics will include: Student Loans, Savings Accounts, Taking Out your First Home Loan, and Budget Planning.
 - Networking event
 - Social with local companies and interns in the surrounding community for appetizer and networking.
 - Social Media Do's and Don'ts
 - How to manage your social media to represent yourself as a young professional.
 - Dinner with other interns
 - Have a final dinner with other interns to celebrate the summer internship experience.

THE COMMUNITY

Include name, address/location, and description for the following in surrounding towns

- Town amenities/Sights to See (wellness centers, public pools, public library, Movie Theaters, Farmers Markets, Art Center, Golf Courses, Post office , Statues, Museums, Historic sites/tours)
- Grocery Stores (list)
- Natural Resources (parks, lakes, kayak/paddleboat/tube, fishing areas, bike trails)
- Festivals/Events (County Fair, RAGBRAI, Parades, Concerts, Town Days, Fireworks)
- Restaurant List

FACILITY MAP
