

PITZER COLLEGE - CAREER SERVICES

*Suggested Guidelines For Internship Supervisors

Pitzer College's internship listings are maintained by Career Services. The office serves as a resource center where students may find information and materials about internships. Pitzer's internship listings are available online at *InternTRAK* on MonsterTRAK.com.

Below is the information we need in order to list your opportunity for students:

- Organization Name
- Division/Department
- Contact Name
- Contact title
- Address
- Contact phone
- Contact fax
- Contact email
- Web site address
- Internship Location
- Company description
- Internship description
- Qualifications
- Compensation - (paid, unpaid)
- Compensation description
- When offered - (fall, spring, summer, winter)
- Application procedures
- Application deadline

Internships Defined

- Internships are primarily single, planned educational experiences for students. They may receive academic credit or a grade for their internship work and internships may be paid or unpaid.

Match Task to Talent

- Internships should focus on the student and his or her educational gain from the workplace experience. Supervisors should be committed to creating challenging work assignments and providing appropriate feedback to student workers on an ongoing basis. Students want real responsibilities. An internship that is well-organized from the start and supported by management can eliminate many potential negative situations for you and your student participants.
- Interns vary greatly in the degree of initiative that they are willing and able to demonstrate on the job. While Pitzer College students in general have the reputation for being "self-starters," it is important for the supervisor to identify the intern's talents and abilities, and match projects and duties to tasks the individual is best able to perform. Student interns understand that some adverse work accompanies every job. Yet, it is important to maintain a level of interest by providing the intern with challenging situations that encourage individual responsibility, curiosity, and creativity. Be very clear about what you expect from this arrangement and make sure that there are no misunderstandings on either side.
- Balance the demands on the intern by anticipating difficulties and suggesting approaches. Communicate your performance expectations so the intern does not feel excessive pressure to perform without mistakes.

Orientation

- Introduce the intern to your organization—the employees, the physical layout, and the order of responsibility. Be sure the intern understands the general philosophy and procedures by which you operate and how the organization as a whole functions. Inform the intern of rules and expectations they will be expected to fulfill. Discuss supervision

arrangements with the intern and provide an opportunity for the intern to ask questions and discuss the progress of the internship.

- Organizations have different ways of conducting orientation programs. It is up to the internship supervisor to design a program that fits his or her organization. There are some basics that should be a part of all orientation programs.
- It may seem hard for experienced office workers to believe, but many students need training for basic office equipment such as telephones/voice mail systems, fax machines, and photocopy machines. Orientation is the time to explain these items as well as to scheduling any necessary software training or other job-specific equipment and safety training.
- Provide students with detailed information about:
 - the job they will be doing, including specific tasks, relevant equipment, and work flow.
 - how their performance will be evaluated and how often evaluations take place.
 - company policies, including benefits and payroll, if applicable.
 - company diversity and sexual harassment policies and complaint procedures.
 - attendance and work schedule.
 - the work facility, including where to find a cafeteria or break room, restroom, medical/nurse's office, library, smoking area, company credit union or bank, and security personnel.
- It is also important for new student interns to meet their co-workers and gain a sense of everyone's responsibilities. In addition, students and supervisors should review the organization's strategic plan and learn how the department's operations fit into the plan. Some supervisors also use this time to review basics regarding customer service and business conduct.
- Finally, make sure students have lunch plans for the first week they are at the site. Encourage people in the department to take students to lunch, and include them in departmental activities.

Evaluating the student

- It will be helpful to both you and the student to evaluate the individual's performance. This can be done verbally or in writing. Remember, an internship is primarily a learning experience for a student and will help the intern in future endeavors.
- Good supervisors give their students written and verbal feedback on an ongoing basis during work assignments—supervisors and students should never consider evaluations nuisances. However, almost all interns receive a more extensive final performance appraisal at the end of their internships. The nature of the evaluation can vary depending upon whether the student will receive academic credit for the internship.

**Information adapted from the National Association for Colleges and Employers*