

Guide to Hosting an On-Campus Internship

On-Campus Academic Internships at St. John's

Academic Internships are a wonderful way for full and part-time students to gain career-related experience while attending college. An internship is an on-site learning experience that is directly linked to a student's major and/or career interest. Internships require students to apply classroom learning, theories, and experiences to professional settings. In today's highly competitive job market, a degree alone is often not enough to secure desired employment. Many employers are interested in graduates who possess hands-on, applicable work experience.

I. Getting Started

A. Proposal to Department Head

The first step to hosting an on-campus Academic Internship is to provide your department head with an outline that showcases the ways in which a student will benefit academically from an internship within your department as well as the resources and professional skills your staff can offer the student. Because hosting the internship will require your staff to supervise 100 + required field hours for each student intern, it is necessary to have your department head approve this proposal. A sample proposal for an on-campus internship is attached as **Appendix A**.

B. Develop the Internship Description

Once your department head approves the internship, your department must develop the internship description. This document will be department-specific and provide information regarding the experiences the intern will learn and be exposed to throughout the semester, as well as include attendance requirements. A sample syllabus is attached as **Appendix B**. Your department may want to connect with the internship coordinators from each college for more information on the requirements for an Academic Internship since departments have specific guidelines and requirements vary by major. Attached as **Appendix C** is a list of academic internship contacts from each college.

Additionally, your department should decide:

- Whether the internship will be open to juniors and seniors, or only seniors; and
- Whether the department will interview interested candidates or make hiring decisions based only upon a review of cover letters and resumes.

C. Identify an Internship Liaison

Your department must identify an internship liaison or liaisons. Such employees should be available to commit to mentoring, coaching and supervising an intern throughout the duration of the semester. By working with the student intern and the college for which the student seeks academic credit, the internship liaison will be responsible for coordinating all aspects of the Academic Internship.

D. Connect with College Internship Coordinators

The internship liaison from your department must connect with the appropriate College Coordinator to gain Academic Internship approval for a student intern by way of a signed form and/or email from the College Coordinator.

Internship coordinators within the six respective colleges work closely with those students seeking Academic Internships. Each college will post your department's internship information (if the internship is appropriate to the college) and refer interested students to your department. A sample form is attached as **Appendix C**.

II. Advertise, Interview and Select

A. Establish a Relationship with the Faculty Advisor

Academic Internships are completed under the guidance and supervision of an appointed faculty member assigned within each particular major. The designated faculty member for a given major will determine if an internship opportunity meets the college's requirements in terms of the required hours, academic-based assignments and grading system.

It is beneficial to submit the internship proposal to multiple Faculty Advisors so that more than one college may approve the internship. Once an internship is approved, the Faculty Advisor will notify the Registrar of the newly created internship.

B. Post the Internship with the Career Center

Once your department creates an internship, the Career Center will post your internship information. The Career Center will also refer interested students to your department and recommend that they submit a resume. Additionally, the Career Center will provide your department with upcoming Career Fair dates to give your department an opportunity to meet with students who are looking for internship opportunities.

C. Engage Students in Interviews and Select a Candidate

Student Interviews

Once resumes and cover letters are submitted, your department must:

- Record and maintain all student-applicant information including the names of all applicants and/or interested candidates.
- Evaluate applicant resumes and cover letters to eliminate students who are not qualified for the internship such as graduate students and undergraduate freshmen and sophomores.
- Contact qualified candidates who did not submit a cover letter to request additional information such as a letter summarizing why the internship will be beneficial to the student's career aspirations. A sample letter to a candidate requesting additional information is attached as **Appendix D**.
- If you decide to interview candidates (see I.B), schedule a time to meet each student who submitted a cover letter that meets your department's approval or requirements.

Guidelines for interviewing internship candidates and a list of suggested interview questions are attached as **Appendix E**.

Candidate Selection and Notification

Your department is responsible for notifying the student who is selected for the internship in a timely manner so that he/she can complete course registration and notify the appropriate College Coordinator. A sample letter to the successful candidate is attached as **Appendix F**.

It is just as important for your department to notify any students who are not selected. It will give them the opportunity to search for another internship or to contact their academic advisor for assistance. A sample letter to a candidate who is not selected is attached as **Appendix G**.

Notification of Faculty Advisor

Your department is responsible for notifying the College Coordinator and the designated Faculty Advisor that an intern has been selected. Additionally, your department must provide this information to your new student intern. The Faculty Advisor is responsible for posting the class course number to the intern's class schedule as well as notifying the Registrar.

The Faculty Advisor will also provide your department with the course evaluation, which must be completed prior to the conclusion of the semester. In order to receive the proper credit on his/her transcript, the student must demonstrate to the sponsoring department that the internship hours have been documented.

III. Facilitate the Experience

A. Partner and Communicate with Faculty Advisor

The Faculty Advisor must inform your department of the requirements of the internship.

- Attendance – requirements vary, but each college requires interns to dedicate at least 90 hours throughout the semester. Typically, each college requires that both the intern and department supervisor sign an attendance log;
- Course Outline – summary of the relationship between the internship and the degree pursued by the intern; and
- Learning plan – an outline that demonstrates that required coursework has been achieved

B. Mentor Your Department's Intern

Your department liaison(s) is responsible for helping to guide the intern during the rotation.

- Provide instruction on the skills required for the profession and various responsibilities;
- Facilitate reflection after each assignment to demonstrate how to derive meaning from each experience and to emphasize the relationship between accomplishments (or failures) and the degree pursued; and
- Encourage observation and questioning.

C. Supervise Your Department's Intern

Your department liaison(s) must work together to supervise the intern and ensure that the requirements of the internship are met.

- Ensure that intern is arriving/departing as scheduled throughout the semester;

- Ensure that an attendance log is being maintained and signed by the intern and designated supervisor to provide as proof of attendance for the Faculty Advisor;
- Verify that all expectations are performed in a timely fashion. These may be informal expectations and will vary by department. See **Appendix B** regarding grading;
- Notify those within the department who will be working directly with the intern of the deadlines and the evaluation process that will be used, to ensure deadlines are met and that the intern is evaluated using an established set of criteria;
- Schedule time at the end of the internship for the intern to meet with the department head so that he/she may provide feedback on the learning experience and may gain professional insight from a senior level executive.

D. Reflect on the Rewards

- Upon completion of the internship, the liaison(s) should meet with all employees who were directly involved in the intern's learning, to reflect on the experience, both positive, and where there were challenges;
- Take time now to revise the internship description, syllabus, expectations, and other appropriate items, while the experience is fresh in the minds of the liaison and department;
- Remember to close the loop with the Faculty Advisor and ensure all required documentation has been received, accepted and submitted.

Appendix A
Sample Proposal for Human Resources Internship
With College of Professional Studies

Internship in Human Resources
Division of Social Sciences
Fall _____
Course _____
3 Credits

Course Description

The internship in Human Resources requires students to:

1. Work in a designated department of Human Resources and, if possible, rotate to other departments to introduce intern to the overall operation of the organization.
2. Attend department staff meetings, showcases and trainings as available; identify key decision makers and topics, potential problems, propose solutions.
3. Interact with internship liaison and other staff regarding assignments.
4. Prepare reports and analytic tables if needed.

Objectives of the Course

The goal of the internship in Human Resources is to provide students with practical experience in business and service organizations. This will enable students to apply theoretical knowledge gained through classroom study to real-world, concrete situations. Additionally, the objectives are:

1. Develop the student's communication and problem solving skills.
2. Act as a resource to help students gain entry level positions in the field.
3. Give students the opportunity to provide administrative support to service and business organizations.
4. Enable students to obtain an insider's perspective of the structure and operation of a complex organization in the area of professional interest.
5. Enable students to develop competencies in various areas of administration.

Course Schedule

The interns are required to dedicate 10-15 hours of site activities per week for 8-10 weeks or any combination for a total of 120 hours. In addition, students generally devote 10-20 hours to preparation of the reaction paper at the end of the semester and an additional 10-15 hours to preparation of the daily log.

On Campus Supervisor- Preceptors who manage the attendance, log and work assignments.

On Campus Supervisors-(College and Faculty Advisor) Assistant Dean _[INSERT NAME]_

Grading

Students receive a grade based upon the following criteria:

1. Evaluation of the student's performance by the on-campus supervisor/preceptor. (50%)
2. Quality of the reaction paper. ____ Dean's Office (25%)
3. Completion and submission of a detailed log of experience. (25%)

Human Resources Responsibilities

1. Select a student through the internship application process.
2. Prepare a detailed schedule for the student to become familiar with the department employees and processes, observe, and work on designated assignments.
3. Schedule will be assigned for the Fall semester beginning _[INSERT DATE]_

Proposed Schedule and Assignments

Human Resource Departments participating with the student internship:

Introduction to the HR departments- (All departments)

- Recruitment-2 week rotation
- Training-2 week rotation
- Payroll-2 week rotation
- Compensation-2 week rotation
- Benefits-2 week rotation

Recruitment

Assign the student tasks to familiarize him/her with the recruitment function.

- Postings
- Web sites used
- Print ads used
- Internal postings
- Screen resumes for staff positions
- Prepare letters for new hires and folders
- Declination letters
- Reconcile NOV's file to open positions
- Attend new hire orientation
- Assist with the student recruitment function
- Assisting with the front reception-Customer service training

Training

Assign the student tasks to familiarize him/her with the training function.

- Post trainings on registration calendar
- Coordinate registration dates with IT, Dining services and conference services

- Attend training classes and
- Assist with set up
- Assist with materials need for training sessions
- Input data from evaluations

Benefits

Assign the student tasks to familiarize him/her with the benefits function.

- Prepare folders for orientation with benefits information
- Assist with benefits forms for medical insurance
- Assist with forms for dental insurance
- Assist with the forms and various retirement plans
- Prepare information for the tuition exchange program
- Prepare information for open enrollment
- Assist with the information received from open enrollment

Appendix B Sample Internship Syllabus

Internship Description

The Human Resources internship program is designed to provide the student with an understanding of the various Human Resources functions, employment law, and hands-on experience in each function. The program includes a rotation within each function, allowing the student to recognize the main functions of each HR discipline and to experience the inter-dependencies of various disciplines.

The Office of Human Resources is comprised of the following areas: Employee Benefits, Payroll, Training and Development, Employee Relations and Compliance, Compensation, Human Resource Services and Recruitment. Each functional area provides specialized products and services to meet the needs of our clients.

- Employee Benefits- Administers the University's fringe benefit programs including health, life, and disability insurance, retirement plans, workers' compensation, family and medical leave, etc.
- Payroll and Human Resources Information Systems- Processes employee timesheets, paychecks and related issues; electronically maintains and supplies employee information for reporting and record keeping purposes; administers the computer loan program; responsible for maintaining the HR website and UIS employee self-service features.
- Training and Development- Develops and delivers professional employee training and development workshops and manages the employee Certificate Programs.
- Employee Relations and Compliance- Handles matters relating to employee relations, discrimination, harassment, legal compliance, policy development, and work life initiatives for the University.
- Compensation- Administers the University's compensation programs; performs job evaluations, promotions, salary reviews, merit pay increases, and job title changes.
- Human Resources Services- Provides employee services and support related to counseling/coaching, performance and behavior policies, PFP administration, corrective and disciplinary actions, terminations, and general employee issues; maintains employee personnel files, and conducts employment verifications.
- Recruitment- Provides applicant screening and processing support for new hires; manages student and graduate assistant employment; offers full service support in sourcing, screening and selecting a talented and diverse pool of candidates. In addition, all employment processing is managed here.

Attendance: The student intern is required to be present during the agreed upon hours/day and to arrive on time. If, for any reason, the student intern will not be present, it is expected that he/she will contact Mary Cascio or another HR colleague listed below and provide advance notice when feasible.

Grading: The student intern's Faculty Advisor is responsible for grading the intern and grades are based on a variety of factors including an evaluation which is provided by anyone who had direct, ongoing contact with the intern.

Office of Human Resources Contact Information
Location: CCK Building

HR Function	Name/Title	Phone #/Email
Recruitment	Diane Neofytidis, Associate Director of HR	718 990-2423 neofytid@stjohns.edu
Employee Benefits	Sara Honen Leupp, Associate Dir of Employee Benefits	718-990-2941 honens@stjohns.edu
Employee Relations & Compliance	Yael Wepman, Employee Relations Specialist	718-990-2660 wepmany@stjohns.edu
Payroll	Lisa Tillmon, Payroll Supervisor Marilyn Thode, Payroll / HRIS Project Manager	718-990-6345 tillmonl@stjohns.edu 718-990-6374 thodem@stjohns.edu
Training & Development	Eileen Caufield, Training Specialist	718 990-2572 vivianj@stjohns.edu
Compensation	Patricia Dorrian, Compensation Specialist	718-990-8191 dorrianp@stjohns.edu
Student Employment	Mary Cascio, Student Employment Supervisor	718-990-2331 casciom@stjohns.edu

**Appendix C
Individual College Coordinator Contacts**

<p style="text-align: center;">St. John's College of Liberal Arts & Sciences Contact: Christine Yang Phone: (718) 990-1314</p>	<p style="text-align: center;">College of Professional Studies Contact: April Merenda Phone: (718) 990-5989</p>	<p style="text-align: center;">The Peter J. Tobin College of Business Contact: Renee Hughes Phone: (718) 990-2154</p>
<p style="text-align: center;">The School of Education* Contact: Paul Pedota Phone: (718) 990-1467</p>	<p style="text-align: center;">College of Pharmacy and Allied Health Professions* Contact: Joseph Brocavich Phone: (718) 990-1439</p>	

**Students must meet certain college requirements, licensure or student teaching requirements.*

Appendix D
Sample Letter Requesting Additional Information

Dear [department name] Internship Candidate:

Thank you for your interest in _____ internship. As part of the selection process, at this time we ask that you provide additional information. Please provide us with a brief cover letter that summarizes why this internship will benefit you and your career aspirations. Please keep in mind that it is your responsibility to obtain approval from your college for the internship and to ensure that you meet all of your college's academic requirements in order to receive credit for your participation.

Please submit your letter to _____ by the deadline [day], [month], [year]. Students that are selected will be asked to come in for interviews the week of [day], [month], [year].

We wish you success with your finals!

Sincerely, _____

Position

Title

Office of _____

Phone:

Email

Fax: _____

Appendix E

Sample Guidelines for Interviewing Internship Candidates

Coordinate a week for your department representatives to meet with the prospective interns. Your department should allow at least one hour for each intern and be prepared with a list of questions. When interviewing candidates, it is important to follow a fair and equitable process. This means that all candidates should be asked the same questions and should be interviewed under the same conditions.

Each interviewer should explain his/her role within the department and how the department supports the University. It is also important to describe how the individual functions supports one another so that the candidate recognizes the importance of working together as a team toward common objectives and goals. The questions should relate to the academic interests and future career goals of each candidate.

Think about asking:

- How this internship would benefit the student
- How this internship would relate to the student's previous classes or classes he/she would like to take in the future
- What, if any, previous work experience the student has
- If the student has participated in other internships previously
- If and how faculty members have helped the student in his/her career interests
- How the student would relate this internship to other required courses of his/her major

The candidate that best meets the internship requirements should be selected and offered the internship position.

Appendix F
Sample Letter to Selected Intern

Dear _____,

Congratulations! We write to offer you an internship in the _____ department. Please contact _[INSERT NAME]_ by _[ONE WEEK FROM DATE OF LETTER]_ to accept this offer and to make sure you have met all of the requirements of [insert college] for an Academic Internship. As you know, your college requires you to dedicate _____ hours per week to this internship. Accordingly, if you have not already done so, please provide us with your schedule for the [Fall or Spring] semester as soon as possible so that we can plan your internship schedule.

We look forward to having you join our team. Feel free to contact me if you have any questions.

Manager
Title
Office of _____
Phone: 718-990-_____
Fax: 718-990-_____

Appendix G

Sample letter to Candidate Not Selected – Not a Senior

Dear _____,

Thank you for taking the time to meet with us last week. We enjoyed meeting with you and regret that we cannot offer you the [department] Internship at this time. However, we prioritize our selection based on seniority and encourage you to reapply in the spring for the Fall of 2012 internship when you will be a senior.

Sincerely,

Sample letter to Candidate Not Selected

Dear _____,

Thank you for taking the time to meet with us last week. We enjoyed meeting with you and regret we cannot offer you the [department] Internship at this time. We wish you success in your search for another internship and recommend that you reach out to the Career Center for assistance.

Sincerely,

Manager

Title

Office of _____

Phone:

Fax: