

University of South Florida
College of Arts & Sciences

Internship Guide

Department of Humanities & Cultural Studies

Dr. Christie Rinck, Internship Director

rev. 6/2013

www.humanities.usf.edu/internships/

Table of Contents

Internship Program—Overview..... 2

 What is an Internship? 3

 Student Benefits 4

 Sponsor Benefits 5

 Internship Placement 5

Academic Component Requirements..... 6

 Prerequisites 6

 Enrollment 7

 Course Credit 7

Work Component Requirements..... 8

Students – How to Get Started..... 9

Sponsors 10

 How to Get Started 10

 Organizational Commitment 11

 Make Ready the Workplace 12

 Importance of the Supervisor..... 12

 Evaluations..... 14

 Top 7 Intern Requests of Sponsors..... 14

Termination of Internship 16

Internship Program—Overview

The Department of Humanities & Cultural Studies (HCS) offers an internship for Tampa-based, degree-seeking students enrolled in the program. This internship consists of supervised work-and-learning experience under the direction of a University faculty member/administrator and an employee of a participating sponsor organization. Through these unique opportunities, students enrich their classroom experiences and discover how the insights from humanities and cultural studies scholarship translate into vocational applications. The internship is available to any HCS major with department and sponsor approval.

Students participating in the internship must enroll in either HUM 4940 “Humanities Undergraduate Internship” or AMS 4940 “American Studies Undergraduate Internship” class. This academic component requires weekly status reports, sponsor evaluations, a final summary paper, active participating in discussion boards, and a professional portfolio. This class earns between one (1) and three (3) semester hours of academic credit, depending on hours worked. Students report to the Internship Coordinator weekly through formal status reports via email. Additionally, students are required to meet with their sponsor supervisor to review expectations, progress, and goals throughout the term. Specific academic expectations are addressed

later in this guide



Source: www.amazonaws.com

Local Tampa Bay businesses and organizations sponsoring students direct and supervise the intern in an on-the-job context for a minimum of 45 work hours for each credit hour earned (minimum of 135 work

hours for 3 credits). Sponsors are encouraged to treat the intern as a regular employee during the entire work-learning experience. The student's direct supervisor will evaluate the intern at mid-semester and at the end of the term. These evaluations are a significant factor in the student's internship class final grade assignment. Please note that a student must do at least 80% of their work hours in pre-professional activities, rather than clerical work.

What is an Internship?

According to the National Association of Colleges and Employers (NACE), internships can be defined as a form of experiential learning that integrates knowledge and theory learned in the classroom with practical application and skill development in a professional setting. An important element that distinguishes an internship from a short-term job or volunteer position is that intentional “learning objectives” and mentoring are incorporated into the experience. This structure allows for a balance between the intern’s learning objectives and the specific work of an organization. The internship is part of an educational program and includes monitoring and evaluation by both a faculty supervisor and a sponsor mentor.

HCS Internships are unpaid and have specific course requirements, including a minimum number of hours spent with the sponsor organization. The hours are restricted to the start and end dates of an academic semester. Interns should be given significant work to do for the organization, with minimal hours of tasks such as filing and copying. This expectation differs from a part-time hire who is paid for performing whatever tasks the employer assigns, menial or not.

To ensure that an experience can be considered a "legitimate internship" by the NACE definition, all of the following criteria must be met:

- The experience must be an extension of the classroom: a learning experience that provides for applying the knowledge gained in the classroom. It must not be simply to advance the operations of the employer or be the work that a regular employee would routinely perform.
- The skills or knowledge learned must be transferable to other employment settings.
- The experience has a defined beginning and end, and a job description with desired qualifications.
- There are clearly defined learning objectives/goals related to the professional goals of the student’s academic coursework.
- There is supervision by a professional with expertise and educational and/or professional background in the field of the experience.
- There is routine feedback by the experienced supervisor.
- There are resources, equipment, and facilities provided by the host employer that support learning objectives/goals.

All internships must comply with U.S. Fair Labor Standards Act (FLSA). The FLSA does not limit an employer’s ability to hire paid interns or restrict a paid employee’s ability to get college credit for their work. It also does not limit unpaid internships for non-profits who rely on volunteers for their labor. Please reference the

following link for U.S. Department of Labor Fact Sheet #71:

<http://www.dol.gov/whd/regs/compliance/whdfs71.htm>.

The Department of Labor has six criteria that address the acceptability of an internship being unpaid:

1. The internship, even though it includes actual operation of the facilities of the employer, is similar to training which would be given in an educational environment
2. The internship experience is for the benefit of the intern
3. The intern does not displace regular employees, but works under close supervision of existing staff
4. The employer that provides the training derives no immediate advantage from the activities of the intern; and on occasion its operations may actually be impeded
5. The intern is not necessarily entitled to a job at the conclusion of the internship
6. The employer and the intern understand that the intern is not entitled to wages for the time spent in the internship

Student Benefits

In addition to acquiring internship work experience, students receive up to three semester credit hours of coursework credit by participating in the HUM 4940/AMS 4940 Humanities & Cultural Studies Internship class.

The internship experience also allows students to

- Develop job search and interview skills
- Explore diverse career options and interests
- Develop or enhance professional skills and knowledge of workplace procedures
- Develop networking contacts with professionals in a relevant field
- Enhance professional résumés through on-the-job experience
- Develop teamwork and leadership skills
- Apply classroom learning to authentic work experience

"Internships are important because they give you hands-on experience."

– Brittany K., Intern

"I think that these internships are so important for students, businesses, and the university. The experiences they create make more well-rounded students and better employees. I have really benefited from my internship experience."

– Amanda M., Intern

How To Determine Internship Tasks

Interns want to know what it is like to work in your field. But, sometimes it can be challenging to design specific, meaningful tasks. Consider the following:

- What are tasks that are common to your position?
- Is there a special project you've been meaning to do, but haven't had the time or resources to complete?
- Where could you benefit from change and/or innovation as it relates to your team or goals?

Check out the "Sponsors" section of this guide for detailed information about how to be an effective intern mentor.

Sponsor Benefits

Companies and organizations hosting interns benefit by having active and enthusiastic members of the workforce who are acquainted with the most recent practical tools, knowledge, and theory related to diversity issues. Interns also allow host enterprises to

- Develop new solutions for common business/organization practices
- Integrate the latest knowledge and techniques into the daily workflow
- Refine management skills by scheduling and supervising interns
- Develop potential new employees or volunteers
- Influence professional and applied curriculum development at USF to better meet the needs of the various fields within Women's & Gender Studies
- Contribute to the Tampa Bay professional community by enhancing and expanding available local talent

Internship Placement

The internship coordinator will match your educational background and professional goals listed on your Student Application to an appropriate organization/sponsor in the Tampa Bay area. While the active list of internship sponsors will vary, we strive to include sponsors from a variety of fields including government agencies, media outlets, legal partnerships, crisis and advocacy centers, public health organizations, and a variety of non-profit agencies providing educational and social services. A student is permitted to arrange for her own sponsor; however, the sponsor must agree to participate in the evaluation duties as required for the class and complete both a sponsor profile and application.

*"[Our intern] is outgoing and adds tremendous value to our program."
— Ellen H., Sponsor*

*"Our organization has gained some reliable assistance and new ideas. We like having our intern around!"
— Marilyn S., Sponsor*

Academic Component Requirements

- Enrollment in **HUM 4940 “Humanities Undergraduate Internship”** or **AMS 4940 “American Studies Undergraduate Internship”**
- **Conferences** with your site supervisor at least twice during the term (more frequent conferences may be required based upon your specific needs or your supervisor’s discretion). Ideally, you would meet or speak with your on-site mentor once a week.
- **Submission of Weekly Status Reports** to the internship coordinator no later than the end of the day every Sunday
- **Active participation** on the course Discussion Board of at least one post and two comments every week (via the Canvas site)
- **Maintenance** of a professional **portfolio** of documents and media projects completed during your internship (be sure to be aware of any privacy/proprietary issues)
- Write a final, **reflective essay** (approximately 2000 words) discussing your internship and address the following points:
 - Background: Name, location, mission of sponsor organization, why you chose to do an internship
 - Description of projects/tasks; your role; what did you find interesting
 - Duties/Tasks you feel were successful because of your USF WGS coursework
 - Duties/Tasks you feel the USF WGS coursework provided inadequate preparation or background
 - Overall workplace culture of the organization sponsoring your internship
 - Your contribution to the workplace culture
 - What you would change about your internship experience
 - What you gained from your internship experience

Prerequisites

- Be a declared Humanities & Cultural Studies major
- At least 12 undergraduate credit hours in approved Humanities & Cultural Studies classes completed by the beginning of the internship semester
- Complete an internship application

Enrollment

Enrollment is contingent upon the availability of suitable internship sponsors based upon the student's academic and career goals. Students are placed according to specific academic and experiential qualifications, including GPA, courses taken, previous employment history, recommendations, and interviews with the internship director and a representative of the prospective internship sponsor. Intern preference for internship opportunities will be granted based upon the order in which the internship applications are received. Applications will be accepted up to one year in advance of the desired internship term.

Course Credit

The internship earns 3 semester hours of credit as HUM 4940 or AMS 4940 and normally may be counted towards your undergraduate degree for the Humanities & Cultural Studies major. See the Department of Humanities & Cultural Studies advisor to discuss your particular degree requirements.

Furthermore, internships provide students with intangible benefits that are worth just as much, if not more, than the monetary gains.



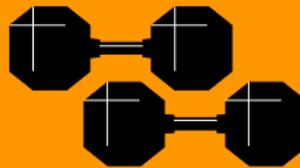
CAREER TRIAL RUN

Students quickly learn whether or not they actually enjoy the daily reality of their career beyond the comfort of the classroom.



BUILD A NETWORK

Students will meet people in their field who could become valuable contacts in their careers.



GAIN CAREER EXPERIENCE

After graduation, many businesses strongly prefer a candidate with the field experience an internship can provide.



BUILD REAL-WORLD CONFIDENCE

As students apply what they've learned in the classroom, they build the core confidence that they have the ability to perform in their roles.

Source: www.coursehero.com

Work Component Requirements

- Complete all assigned **projects and tasks** in a manner consistent with professional employment
- **Observe all policies and practices** of the sponsoring organization, including those concerned with confidentiality, security, and office conduct and procedure.
- Maintain appropriate **Contact** with your internship coordinator and site supervisor.
- Demonstrate successful job fulfillment in the completed **Sponsor Assessment of Intern Forms**
- **ASK!** Be pro-active and ask if you don't understand or need clarification
- If you have down time, let your supervisor know you are available for another task. If your supervisor isn't available, **show initiative** and look for a way to be helpful or for a way to enhance your portfolio.
- Understand that the success of your internship is (almost!) entirely up to you. Effectively communicate your goals.

Required Work Hours per Academic Credit Hour (during a typical 15 week term)

1 credit	3 hours per week	45 total hours per term
2 credits	7 hours per week	90 total hours per term
3 credits	10 hours per week	135 total hours per term



Source: Millennial Branding

Students – How to Get Started

You should begin the application process well in advance of the semester in which you wish to participate in the internship program. As a general rule, you should complete the first step of this application process by mid-term of the semester immediately preceding the anticipated semester for your internship experience. A checklist/timeline is provided for you on the internship website.

1. At least **eight weeks** prior to the start of your anticipated internship semester, schedule an appointment with the Department of Humanities & Cultural Studies undergraduate advisor to discuss your degree program and to verify your qualifications for the internship opportunity, if you haven't already met with the advisor
2. Following your meeting with your undergraduate advisor, review the internship website. If you think you may want to intern, complete and submit an online. If there are still slots available and you meet eligibility requirements, the internship director will confirm acceptance into the Internship Program.
3. Once accepted, you will receive information about pre-internship responsibilities, such as a résumé review, mock interview, workshops, and an orientation.
4. While you wait to hear about your sponsor match, work on your pre-internship responsibilities. Email the internship director at any time if you have questions.
5. The internship director will match you with a suitable internship sponsor based upon your academic background, career goals, and sites listed/career category and will give you contact information for the sponsoring organization.
6. When you receive an email identifying the sponsor you have been matched with for your internship, you should schedule a mock interview meeting with the internship director. During the mock interview, you should be prepared to
 - Discuss your Internship Application
 - Present a hard-copy of your professional résumé
 - Discuss your academic work to date
 - Outline your professional career goals
 - Provide either a list of your top three internship sites, or a general career category (like, Public Health)
 - Discuss your sponsor's business and work culture after reviewing available websites, publications, and other local business resources
 - Treat your interview as you would any other "real world" employment interview
7. After your mock interview, you should schedule an interview with your sponsor. You should take your résumé and the Internship Contract with you and complete it at the end of the interview with your sponsor.
8. Following final Department approval of your Internship Contract, you will receive a permit to register for the HUM/AMS 4940 internship class. You must register for the course online through OASIS prior to the first week of class.

Sponsors

How to Get Started

Getting started is easy! The first step is to complete and submit the online Sponsor Profile available on the internship website under “Forms and Documents”. The Profile will allow the internship director to better assess the needs of your organization for an intern, and to determine what duties will be expected of the intern. We understand that duties may change depending upon the project; therefore, a general description is appropriate. You are encouraged to inform us of upcoming special events or projects for which you would like to utilize an intern.

The second step is to complete and submit the Sponsor Internship Request also available on the internship website. This form can be submitted at the same time as the Sponsor Profile. Completed Sponsor Profile forms are required because they are helpful as we match each intern with a company or organization consistent with the student's professional goals. The more we know about your mission and business practices, as well as the specific tasks the intern will be engaging in during that term, the easier it will be to assign an intern with appropriate background and skills meeting your enterprise needs. If you need to update either the Sponsor Internship Request or the Sponsor Profile at any time, please submit a NEW form rather than revising your previous submission.

You may request more than one intern during any given term. If you have the resources to supervise/mentor multiple interns for the same type of tasks, only one Sponsor Internship Request is needed. If you would like to host multiple interns for a variety of tasks, submit one Sponsor Internship Request per task type. If you are uncertain, submit one Sponsor Internship Request indicating the number of interns you would like to host and the internship coordinator will follow-up with you.

The internship director will review the intern applications and the sponsor requests about a month prior to the start of every academic term. At that time, a “match” will be made and both the sponsor and the intern will be notified. It is the intern’s responsibility to then contact the sponsor and arrange for an interview. If both the student and sponsor are pleased with the “match” after the interview, the internship contract (available as pdf form on internship website) must be completed and signed. In order to continue and enhance this initiative, we have created a new fund to support our internship program and would be thankful if you would consider a donation. We would appreciate a gift of at least \$75 per intern to provide student support each semester. Please note that while the donation will directly benefit the student and the program, it is not mandatory and you will not be prevented from having an intern if a donation is not given.

Organizational Commitment

While not a matter of employment or labor law, organizational commitment is a topic worth addressing. Every employer giving consideration to the use of interns must recognize the commitment required to serve as an effective mentor of interns. We define effective as both employer and interns having their expectations met, if not exceeded, with a strong conviction towards, “I would do that again!”. This commitment includes the time and energy of staff (most importantly, supervisors) asked to support, guide, coach, lead, and provide day-to-day direction to the intern(s).

Every employer will have a different set of objectives associated with their desire to host an intern. These objectives should serve as the guiding light to you and your organization throughout this entire process. To borrow a saying from noted author and speaker, Stephen Covey “Begin with the end in mind”. Be clear on what your company’s hopes and expectations for hosting an intern really are. Be sure that they are communicated to and understood by anyone and everyone involved with the internship. If the objectives are unknown, it will be very difficult to achieve them. If the objectives are unclear, it will be very hard to ensure that everyone’s actions and behaviors are consistent and well-aligned.

Making ready the organization is a very important step in ensuring a successful internship program and experience, from the perspective of both the student and the sponsor organization. It is important to fully define intern roles & responsibilities and incorporate feedback from employees internal to the organization as well as the intern themselves. Engaged employees are most satisfied and more productive and that’s what you want! Clearly defining roles & responsibilities will greatly benefit your efforts to evaluate performance, monitor progress made by the intern and to provide related feedback.

By agreeing to host an intern, you accept the following responsibilities:

- Provide the student with an orientation to the work-site duties, hours, and expectations
- Schedule regular meetings with the student and provide appropriate feedback regarding the student’s performance
- Provide a safe, secure, and non-discriminatory workplace
- Maintain appropriate contact with the internship coordinator and submit evaluations within the time-specified guidelines
- Provide the student with resources and training necessary to perform the assigned duties
- Ensure that no more than 20% of the intern’s work will be clerical in nature (ex. filing, answering phones, being a receptionist)

Make Ready the Workplace

The process of making the workplace ready is far too often overlooked and underappreciated.

This process includes, but is not limited to the following:

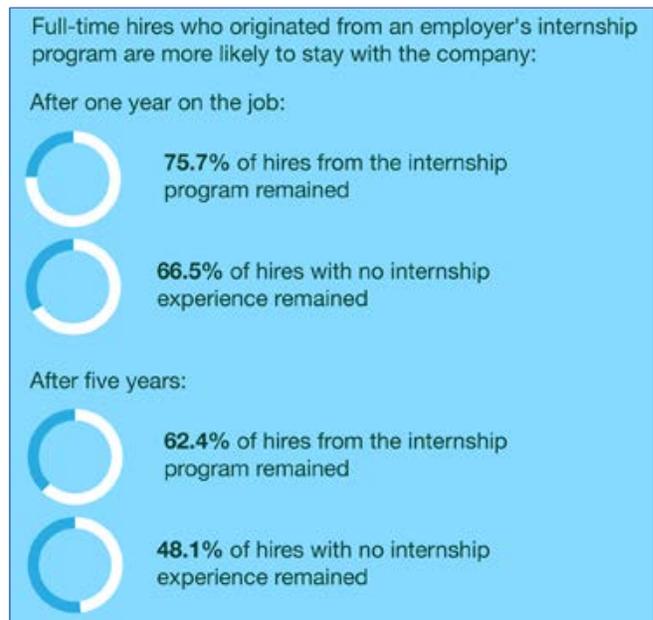
- Telecommunications set-up (e.g. phone, phone #, voicemail, etc.)
- Desk/Workstation (important that the intern have a dedicated workstation)
- PC related (e.g. applicable hardware and software needs requested and in-place)
- Building/Parking/System access (e.g. passwords requested, badge photos taken, etc.)
- Basic office supplies and other related equipment

The bottom line here is that this intern will be an employee of yours. They will be asked to perform work and to contribute value. Most importantly, they will be asked to do so during a very short period of time. They must be productive from Day 1. While there will be a learning curve and they will need to come up to speed on their projects, the added challenge of not having the necessary materials and tools to do their job is one that you can both manage and mitigate.

Spread the word about the intern, what they will be working on, and make the intern feel like a part of the team from day 1. The importance of doing so is not limited to your employees. Be sure that anyone external to the organization that should know is notified as well. This might include clients and customers, suppliers, vendors and business partners. Clearly communicate, to everyone that needs to know, that you have an intern coming on-board. This is particularly important for those that will be asked to work most closely with the intern. Also, your intern will need an orientation just like any other new employer.

Importance of the Supervisor

One of the most important factors in ensuring a successful internship experience both for you and the intern is the role of supervisor. If you think about it for a moment, it's not difficult to understand why. The supervisor is charged with providing day-to-day direction with the intern. In this capacity, they are likely to have the most



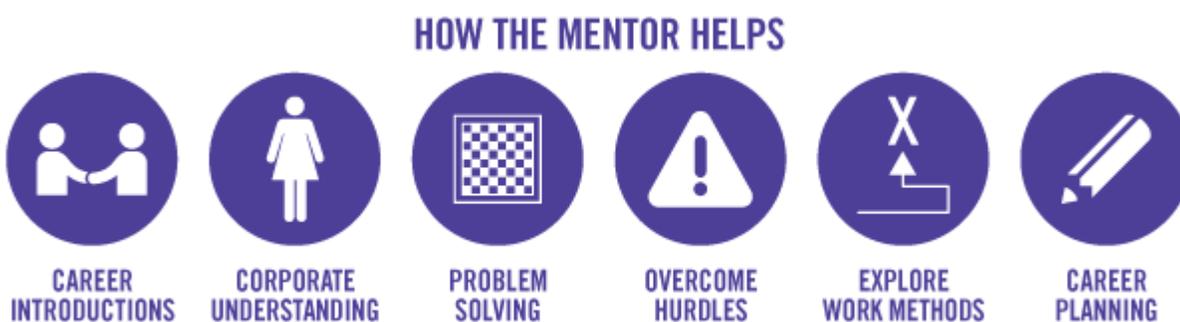
Source: www.comerecommended.com

frequent and highest volume of interaction with the intern. The supervisor is also likely to be charged with assigning projects and tasks to the intern. While it's possible that these projects and tasks were decided upon by someone other than the intern, from the intern's perspective, the supervisor is the one overseeing daily workload and assigning tasks. The supervisor is going to be the person most familiar with the quality of the intern's work outcomes; therefore, they should also be the person charged with delivering and/or coordinating feedback and coaching of the intern.

To assist the mentors in their role and to ensure that they have every opportunity to succeed, below are a few best practices regarding the mentoring relationship.

- Think of yourself as a “learning facilitator”.
- Emphasize questions over advice giving. Use thought-provoking questions that help your intern think more broadly and deeply.
- When requested, share your own experiences, lessons learned, and advice.
- Resist the temptation to control the relationship and steer its outcomes; your intern is responsible for his or her own growth.
- Help your intern see alternative interpretations and approaches.
- Build your intern's confidence through supportive feedback.
- Encourage, inspire, and challenge your intern to achieve his or her goals.
- Help your intern reflect on successful strategies he or she has used in the past that could apply to new challenges.
- Be open to spontaneity.
- Reflect on your mentoring practice. Request feedback.
- Enjoy the privilege of mentoring. Know that your efforts will likely have a significant impact on your intern's development as well as your own.

Adapted from “Mentoring Guide: A Guide for Mentors,” Center for Health Leadership & Practice



Source: www.smf.org.uk

Evaluations

The mentor is required to complete a formal evaluation of the intern at mid-term and at the end of the term. The internship director will prompt the mentor or supervisor when it is time to complete the evaluation. While the evaluation form is an online web form, the mentor should share the information listed on the completed form with the intern. This is a natural opportunity to provide the intern with feedback on areas of improvement as well as reviewing what they are doing well. This timely perspective allows the intern to take action on issues while there is still an opportunity to influence the outcome of the complete internship.

End-of-term reviews provide a nice conclusion to the internship. Projects can be wrapped up and transitioned. They provide a great opportunity to “look back” and comment on the progress made by the intern over the course of the entire internship experience. Additionally, you are afforded the value of a comparison point with the mid-term evaluation. Discussions during the end-of-internship review can be preceded with “when we discussed this during the mid-internship review, this is where you were at...” It’s always nice to have a point of comparison because it nicely sets up the conversation related to positive, negative or neutral movement. The end-of-internship review may also be the driving force in making a decision re: next steps. Next steps could be a number of different things including: **1.)** extending the internship beyond its original end-date, **2.)** extending an invitation to return for a 2nd internship, **3.)** a possible offer of full-time employment. When these and other matters related to continued employment are tied in part to review, additional review of the performance management process is encouraged. This review should ensure fairness, objectivity, consistency in execution and with existing internal practice.

Top 7 Intern Requests of Sponsors

1. Give me real work

It can’t be said too many times that interns want to work and learn. They want to contribute to your organization and become discouraged if they feel they are just doing busy work, or routine administrative work that should be done by paid support staff.

2. Please provide 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.

3. *I want to be included, too*

Is there a staff meeting they can attend? Can they tag along to that next project meeting or office luncheon? Include them in the daily life of your workplace. After all, if you help them gain a broader perspective, it will help everyone involved.

4. *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.

5. *I want to see my supervisor, please*

Make sure that you remain accessible to your intern and avoid any isolating work that leaves the intern without direct access to supervision and guidance. 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. Regular times should be scheduled to meet with the intern.

6. *Be prepared for my arrival*

Brief your staff of the student's impending arrival, and help the intern get started on a positive note. If you want to get a job done, you need to supply the intern with the tools they need. Also, make sure you provide the intern with a clear list of roles and responsibilities, highlighting any relevant deadlines and expectations.

7. *Appreciate me*

Remember to enjoy your intern! You will both benefit if you take time to appreciate the contributions made by your intern.



Source: www.internships.com

Termination of Internship

Every effort is made by both the internship director and the sponsor supervisor to support the internship learning process, but on occasion, it may be necessary to (a) terminate a student intern; (b) remove an intern from a sponsor; or, (c) remove a sponsor from the approved list. If a student intern is dismissed through no fault of her own, every effort will be made for reassignment elsewhere. However, if a student intern is dismissed with cause, an Unsatisfactory grade will be recorded, the student will be ineligible for any future internships, and, if appropriate, the student will be referred to the Office of Student Rights and Responsibilities for violations of the Student Code of Conduct.

Because of differing sponsor guidelines, each case must be considered separately. Possible grounds for dismissal of an intern by a sponsor or the University may include, but are not restricted to:

- lack of student responsibility (e.g., being constantly late for work, failing to report absences in advance, misuse of equipment, failure (within reason) to undertake or to complete assigned tasks);
- engagement by the intern in illegal or unethical behavior;
- violation of sponsor's policies (e.g., confidentiality, safety, sexual harassment, racial or religious discrimination);
- reporting to work site under the influence of alcohol or illicit drugs;
- violation of the USF Student Code of Conduct.

If a sponsor is removed from the approved list while hosting an intern, the internship coordinator will arrange for alternative placement. The intern will not be penalized in this event and will be allowed an opportunity to successfully complete the term.

Additional information, including forms and videos, can be found on the internship website.

www.humanities.usf.edu/internships/