

UNDERGRADUATE INTERNSHIP HANDBOOK



O'NEILL
SCHOOL OF PUBLIC AND
ENVIRONMENTAL AFFAIRS

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Internship Handbook includes some information edited from the Grinnell College "Internships
Program: Employer Handbook" January 2017.

STUDENT INTRODUCTION

The required V381/H466 course and internship are designed to support students in their pursuit to gain career-related experience as a part of their O'Neill School of Public and Environmental Affairs education. Students gain an understanding of how their academic preparation can be used in work force while also developing professional knowledge and skills. They gather information and perspectives that are helpful in making career choices and/or plans for professional education training. We encourage students to seek out internship opportunities that fit their academic background and developing career interests.

Internships Student Benefits

- Develop your skills and knowledge
- Gain confidence in your abilities
- Expand your industry knowledge
- Obtain a competitive edge
- “Test Drive” a future career
- Network and develop professional references

This handbook includes information that outlines internship requirements including; roles and responsibilities of the Career Advancement and Professional Advancement program, intern, and internship supervisor. Please be sure to read through each section. Each student enrolled in the internship course will have a designated instructor on canvas. Student questions or concerns should be directed to their instructor. Other general resources can be found below.

Student Resources

Career Education and Professional Advancement

Phone: 812 – 855- 9639

Careerhb@indiana.edu

O'Neill Undergraduate Academic Advising

(812) 855-0635

oneillug@indiana.edu

Office of International Services

Phone: 812-855-9086

ois@iu.edu

SUPERVISOR INTRODUCTION

We want to thank you for hosting our student in this valuable professional learning experience. The O'Neill School of Public and Environmental Affairs is committed to developing the capacity of our students as capable learners, critical thinkers, and educated, contributing citizens. As part of this mission we require many of our students to complete an internship as part of their degree requirements. This handbook includes information that outlines internship requirements, roles and responsibilities of the Career Education and Professional Advancement program, intern, and internship supervisor.

In your facilitation of this opportunity, the university has certain expectations for the student's experience, but any arrangements are not meant to legally bind the university; this collaboration is not intended to create a joint venture, partnership, or any other legal relationship between the university and your organization. The students are not employees or agents of the university; they are volunteer learners responsible for the own actions and decisions. The university assumes no liability for the students and provides no insurance covering them or their activities. Further, the opportunity should be intended to provide them with a learning experience, and any expectation of a student should be consistent with their role as a learner.

The university prohibits discrimination based on arbitrary considerations of such characteristics as age, color, disability, ethnicity, sex, gender identity, marital status, national origin, race, religion, sexual orientation, or veteran status. For more information, please consult the Indiana University Non-Discrimination Policy: <https://www.iu.edu/nondiscrimination/index.html>.

We appreciate your participation in this opportunity and hope that both you and our students gain from the experience. We encourage open communication, and if you have any questions or concerns, please do not hesitate to reach out.

O'Neill School of Public and Environmental Affairs
Career Education and Professional Advancement
Phone: 812 – 855- 9639
CareerHB@indiana.edu

If you are interested in recruiting O'Neill students as future interns, please direct your inquiries to our Employer Relations Team.

Miranda Redman
Senior Assistant Director of Employer Relations
mdredman@indiana.edu
812-855-7963

CRITERIA FOR AN APPROVED INTERNSHIP

When evaluating student internships for approval, the Career Education and Professional Advancement program utilizes the O'Neill School Internship Requirements *and* the National Association of Colleges and Employers (NACE) standards.

Internship Definition:

An internship is a form of experiential learning that integrates knowledge and theory learned in the classroom with practical application and skills development in a professional setting. Internships give students the opportunity to gain valuable applied experience and make connections in professional fields they are considering for career paths; and give employers the opportunity to guide and evaluate talent (NACE Position Statement: U.S. Internships, July 2011).

Internship Criteria:

To ensure that an experience—whether it is a traditional internship or one conducted remotely or virtually—is educational, and thus eligible to be considered a legitimate internship by the NACE definition, all the following criteria must be met:

1. 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
2. The skills or knowledge learned must be transferable to other employment settings
3. The experience has a defined beginning and end and a job description with desired qualifications
4. There are clearly defined learning objectives/goals related to the professional goals of the student's academic coursework
5. There is supervision by a professional with expertise and educational and/or professional background in the field of the experience
6. There is routine feedback by the experienced supervisor
7. There are resources, equipment, and facilities provided by the host employer that support learning objectives/goals

O'Neill Internship Requirements:

Academic Eligibility

- Admitted to the O'Neill School
- Be in Good Academic Standing
- Successful completion of the pre-requisite course V252/H267: Career Development and Planning (students may be concurrently enrolled in V252/H267 and their internship course if pre-approval has been arranged).

Internship Requirements

In addition to the academic eligibility above, the internship is required to meet the following requirements:

- Internship is at least 120 hours
- Internship is related to the student's academic studies
- Student confirms with internship supervisor that they will be able to complete a final evaluation form to be submitted to the Career Hub
- Internship is submitted for pre-approval through the Handshake site prior to semester deadline
- Student enrolls in V381/H466 on the academic term in which the internship occurs
- Student participates in canvas assignments and evaluation forms; see syllabus for details

Disqualifying Internships

Internships will not be approved if the following situation exists:

- The student's supervisor is a relative or another student
- The student does not have a supervisor who is regularly available
- The student is an international student *and* is doing their internship in the U.S. *and* has not obtained the proper work authorization (CPT or Academic Training)
- The employer does not meet Indiana University or O'Neill standards for student recruitment
- The location is in a country or area considered to be unsafe by the U.S. Department of State

ROLE AND RESPONSIBILITIES OF THE CAREER EDUCATION AND PROFESSIONAL ADVANCEMENT PROGRAM

The Career Education and Professional Advancement program, serves as a liaison with all those involved in the internship and is responsible for:

- Supporting the student and the organization before, during, and following the internship experience
- Mediating any conflicts that may arise between the organization and the intern
- Providing information to the intern and organization to clarify O'Neill policies and procedures
- Maintaining confidential information about the organization and intern
- Encouraging students to provide a productive contribution to the overall mission of the organization

- Ensuring that students successfully complete all O'Neill internship prerequisites
- Designating an instructor to serve as an adviser to the student and liaison to the internship supervisor.
- Providing evaluations to the intern and the internship supervisor
- Establishing the expectation that the intern follow Indiana University Student Code of Conduct: <http://studentcode.iu.edu/> and the organization's employee policies and guidelines

Academic Supervision

Students who secure an internship for academic credit will regularly communicate with their instructor through the online canvas portal. The canvas site provides a space for students to connect their internship experience with their own career development. By communicating regularly with students, instructors will initiate discussions and help students to analyze and synthesize the learning gained from their internship. Instructors will raise questions, challenge assumptions, and offer guidance. Students are expected to stay current with the Canvas site and communicate with their cohort and instructor regularly.

Internship Site Communication

Instructors serve as the primary source of contact for the internship supervisor and will be identified in an introductory email. The Career Education and Professional Advancement Office can also be contacted at any time by phone (812-855-9639) or email (CareerHB@indiana.edu).

Supervisor Evaluation

Instructors will provide the internship supervisor with a link to complete a final evaluation form. It is the student's responsibility to communicate that this evaluation is required for their final grade and ensure it is completed.

Grading and Internship Completion

Student internships are graded pass/fail. An internship will be considered complete when the student has finished:

- Internship hours
- Canvas assignments
- Self-Evaluation
- Ensured their supervisor has completed the final evaluation.

ROLE AND RESPONSIBILITIES OF THE INTERNSHIP SUPERVISOR

The organization serves as the host of the student's internship experience and is responsible for:

- Encouraging and supporting the professional learning and development of the student during the internship

- Designating a full-time employee to serve as internship supervisor with responsibilities to help orient the student to the organization and its culture; to assist in the development of learning objectives, to confer regularly with the student to monitor their progress
- Providing adequate supervision for the student and assigning duties that are career-related, progressive and challenging
- Making available equipment, supplies, and space necessary for the student to perform their duties
- Providing safe working facilities
- Not displacing regular workers with students secured through internship referral
- Completing a final evaluation of the student's performance and total internship hours completed
- Adhering to the [Department of Labor Guidelines for Internships](#)
- Understanding the Harassment Policies and Procedure (included at the end of this document)
- Under exceptional circumstances that the organization may decide to terminate an intern, the supervisor should notify the intern and the O'Neill School in writing of the termination by emailing the instructor or careerhb@indiana.edu

We have learned from experience that internships are most satisfying for both interns and internship supervisors if the internship includes an orientation period, regular communication of expectations or goals, and consistent supervision. Listed below are some specific *suggestions* for internship supervisors that have been recommended by past interns and internship supervisors.

Orientation

- Give the intern a tour of the office and introduce them to the people with whom they will be working. Share with the intern the job descriptions of co-workers and an organizational chart for the organization/agency if appropriate
- Explain the mission, goals, functions, services, and procedures of your organization/agency as well as your department and its relationship to the larger organization or profession and overall organizational culture
- Introduce the intern to brochures, manuals, reports, and/or journals pertinent to the organization/agency and to the field
- Clarify what is expected of the intern with respect to deadlines, dress, quality of work, degree of independence, and confidentiality of certain information
- Discuss with the intern the specific duties and projects on which they will be working and explain how these projects fit into the larger picture and goals of your organization/agency.

Best Practices

- Since the first two weeks are the most critical for supervision, spend time each workday answering questions and introducing the intern to the office and to their work.
- After the second or third week of the internship, discuss with the intern the projects that have been outlined for them. After a few weeks of working, both you and the intern will have a better idea of whether the projects are feasible, match the skills and abilities of the intern, and encompass enough work. Take the time at that point to redesign or make any necessary changes to make this internship meaningful for the student and for your organization/agency
- Give the intern an opportunity to attend staff, committee, public or legislative meetings
- Explain to the intern how you make decisions—what the alternatives are and how you arrive at conclusions
- Throughout the internship, meet regularly with the intern to report or evaluate their work, to discuss any new questions, explain how the intern's work is contributing to the organization, discuss areas needing growth and development, and to get a sense of what kind of work lies ahead. These meetings are an opportunity to consult, counsel, and reinforce positive attitudes and performance
- Encourage and support the learning aspect of the internship
- Provide adequate supervision and assign duties that are career-related, progressive and challenging
- Make available equipment, supplies, and space necessary for the intern to perform their duties

ROLE AND RESPONSIBILITIES OF THE STUDENT INTERN

The O'Neill School's expectation is that our students will become well acquainted with and actively participate in the internship setting. The student is responsible for:

- Contacting their instructor with any questions or concerns
- Adhering to the Indiana University Student Code of Conduct: <http://studentcode.iu.edu/>
- Following the organization's employment policies, practices, procedures, dress code, and/or standards of conduct. To avoid any misunderstanding, we recommend that interns obtain clarification regarding such matters from the employer when beginning their assignment
- Maintaining confidentiality regarding information accessed on any patients, clients, members, customers, employees, and products or services associated with the internship site

- Keeping their instructor apprised, at all times, of their current email address, physical address and telephone number
- Limiting permissible work absences to include only illness or other special circumstances
- Informing their instructor of any termination of internship arrangement
- Understanding the Harassment Policy and Procedures (Page 12)
- Confirming that a supervisor will complete a final evaluation form
- Actively participating in Canvas assignments according to the syllabus

Role of the Intern

- Come to work every day with a positive attitude
- Create a vision and set goals for your internship; and reflect daily on your progress
- Be professional in all communication
- Be a team player: know your role, step up to the challenge, and leverage strengths rather than focusing on weaknesses
- Always ask for clarification: Supervisors would rather you ask questions than turn in a product that does not meet their expectations
- Hold yourself accountable: Internships are a great opportunity to learn self-management and learning how to cultivate your most productive self
- Offer your perspective and expertise: While you are there to learn, your supervisor values fresh ideas and perspectives (especially if they need help solving a problem!)
- Take initiative! Look for more work, opportunities, and experiences. Your internship will go fast- do not wait for people to come to you
- Take feedback as developmental: You are in a learning environment; you will not be the best at everything all the time. See feedback as an opportunity to refine your skills
- Be resilient and have GRIT! Supervisors value employees who can be flexible and bounce back from adversity and change

HARASSMENT GUIDELINES AND PROCEDURES

The O'Neill School is committed to engaging students in professional and safe working/learning environments. In accordance, O'Neill will not tolerate any form of harassment, intimidation or discrimination on the basis of gender, race (and related physical characteristics), age, national and ethnic origin, religion, creed, sexual orientation, marital status and/or disability. This applies to internship supervisors and co-workers toward a student, as well as students toward their internship supervisors and co-workers. If a student has questions about what constitutes harassment, they can contact The O'Neill School or their instructor.

Organizational Misconduct

The O'Neill School encourages students to inform themselves of the organization's sexual harassment policy. Beyond this, we ask students to report any incident as soon as possible, allowing both the O'Neill School and the organization the opportunity to promptly intervene. When a student intern contacts O'Neill and reports any form of harassment that the student may be experiencing at an organization, a member of O'Neill staff will immediately facilitate appropriate interventions with the participating organization and supervisor. All interactions during the intervention will be documented by O'Neill staff and kept on file.

These interventions may include:

- O'Neill School staff providing guidance to the intern on how to confront the individual(s) harassing the student
- O'Neill School contacting Indiana University legal counsel for assistance in facilitating the intervention(s)
- O'Neill School contacting the Internship Supervisor and establishing a formal meeting to present the allegations the intern reported. This meeting may or may not include the intern being present at the meeting. The intern will determine the level of involvement that they have in the intervention(s)
- Removing the intern from the internship site
- Removing the site and/or perpetrator from the approved list of internship partnerships

Student Misconduct

The O'Neill School asks Internship Supervisors to report any incident as soon as possible allowing the school the opportunity to promptly intervene. When an Internship Supervisor reports any form of harassment being experienced at the internship site, a member of O'Neill staff will immediately facilitate appropriate interventions with the student intern, the participating internship site, and Internship Supervisor. All interactions during the intervention will be documented by O'Neill staff and kept on file.

These interventions may include:

- O'Neill staff providing guidance, if necessary, to the internship site on how to confront the student intern
- O'Neill contacting IU legal counsel for assistance in facilitating the intervention(s)
- O'Neill contacting the student intern and Internship Supervisor to establish a formal meeting to present the reported allegations
- Removing the intern from the internship site