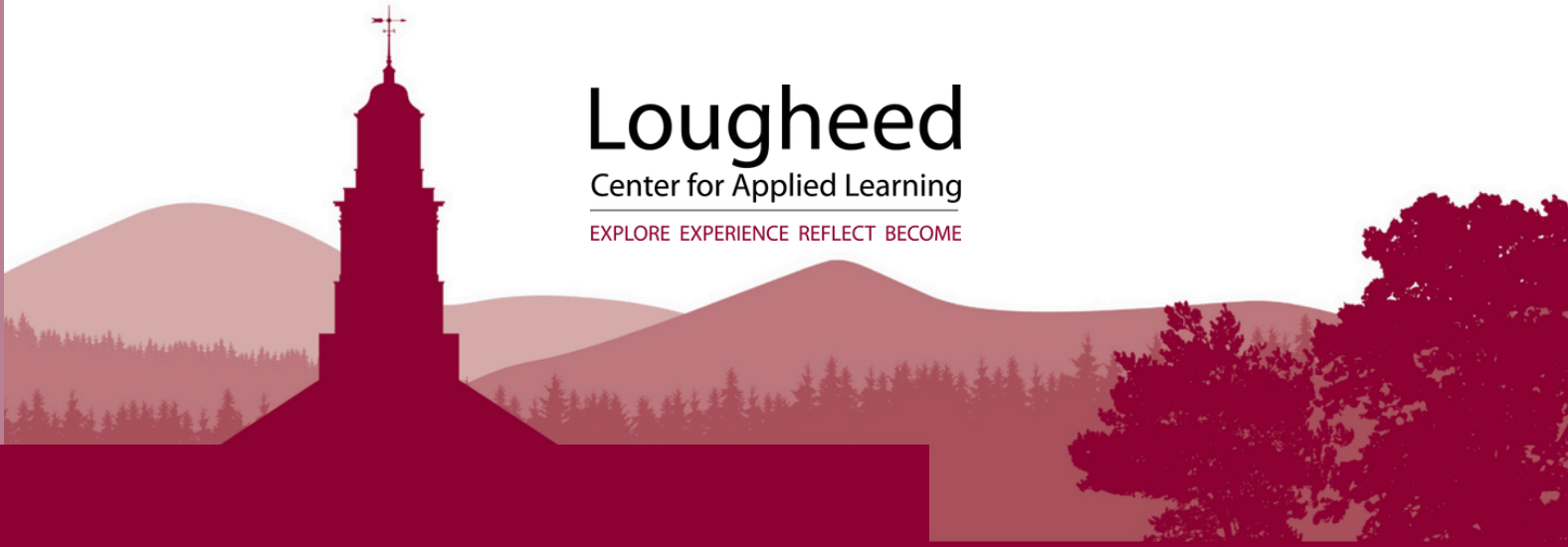# Potsdam
STATE UNIVERSITY OF NEW YORK

Internship Guide for Employers

Lougheed
Center for Applied Learning
EXPLORE EXPERIENCE REFLECT BECOME

Welcome!

Please use this guide as a reference when planning and/or implementing an internship program at your organization. For clarification, the Internships office refers to all employers as sites. We've included helpful links and topics that site supervisors (especially those at new sites) may find useful.

Our team at SUNY Potsdam's Lougheed Center for Applied Learning (LoCAL) is committed to a successful experience for student and site supervisor alike! Thank you for doing your part to provide a valuable experiential learning opportunity for SUNY Potsdam students. If you have questions or if you need help at any step of the internship process, please reach out to Max Grube, Internship Coordinator, at grubejm@potsdam.edu (315-267-2037).

Sincerely,
Your LoCAL support team

Table of Contents

Internship Overview

Internship Program Overview

- Internships help students pursue applied learning in their field of study while earning academic credit for the experience
- Internships are SUNY Potsdam courses, which must be registered and take place during the academic term:
  - SUNY Potsdam Academic Calendar
- May be paid or unpaid
- May be part-time or full-time
- 1 credit = 40 hours of contact hours on site:
  - Maximum of 12 credits (480 hours) allowed
  - Amount of credits/hours are determined by the academic needs of the student and the work needs of the site
- All internships are processed through Handshake
- Main points of contact during the experience:
  - Faculty Sponsor—SUNY Potsdam faculty member who helps student develop learning goals for the experience and assigns a final grade
  - Site Supervisor—Individual on site responsible for training, overseeing internship experience, and evaluating student performance through midterm and final evaluations
  - Internship Coordinator—Facilitates all steps of the process for students, faculty, and sites

Internship Overview

Internship Registration Timeline (for students)

1. Student searches for internship (with assistance of advisor and/or Internship Coordinator)
2. If required by the site, student submits resume and/or cover letter to site, schedules interview etc.
3. Student uses the <u>Internship Proposal Form</u> to gather all necessary internship info from faculty sponsor and site supervisor
   - Student can copy and paste info from this fillable form directly into Handshake
4. Student submits their official internship proposal on <u>Handshake</u>
5. LoCAL notifies student if proposal corrections are needed before moving to approvals
6. Handshake automatically sends the proposal for approvals (each person has 3 days to approve):
   - Faculty sponsor
   - Site supervisor
   - School Dean
   - University Registrar
7. Handshake notifies student of approved proposal and internship is officially registered with SUNY Potsdam

On-Site Process

Welcoming Interns to Your Site

Getting Started
- Draft organization goals, expectations, and policy for on-site internship program (see Building a Program)
- Choose a site supervisor to mentor and train interns
- Work with Internship Coordinator to identify site needs, targeted majors, and potential intern candidates
  - Students may contact site directly without the aid of Internship Coordinator
  - Students may work with Internship Coordinator to make initial contact
- Request resume/cover letter and schedule interview with potential intern
  - Sites are free to conduct preliminary vetting of potential interns (set up between site and student, independent of the Internships office)
- Accept student intern and outline experience details, such as job duties, weekly hours, etc.
  - Student uses this information for their Handshake proposal
- Review and approve your intern's Handshake proposal
  - Handshake automatically emails site supervisor on file to review student proposal (link in email)
  - Site supervisor can suggest changes to the Handshake proposal and/or approve

On-Site Process

Beginning of Internship
- Welcome your intern with introductions to site facilities and coworkers/managers
- Provide orientation and intro training as needed
- Provide student with constructive feedback as they acclimate to site work

Middle of Internship
- Include student in meetings/activities when deemed appropriate
- Consider professional development activities that build your intern's competencies
- Consider reflective activities that complement intern's site work and any work assigned by their faculty sponsor (one-on-one discussions with site managers, journaling, etc.)
- **Required:** Complete a Midterm Evaluation regarding intern's performance to this point, areas for improvement (emailed from Handshake)

Conclusion of Internship
- **Required:** Complete a Final Evaluation regarding intern's overall performance, areas for improvement, and suggestions for LoCAL (emailed from Handshake)
- Consider an exit interview with the student intern
- If experience was very positive and your organization is hiring, consider next steps to recruit intern in the future

Evaluations

Midterm and Final Evaluations

- Midterm and Final Evaluations are important for everyone involved in the internship experience:
  - Students use this information to understand and improve their work performance, skills, etc.
  - Faculty sponsors rely on site evaluations for assigning a final grade and when writing letters of recommendation for students
  - The LoCAL uses evaluations to improve future experiences for students and sites
- Some interns receive a stipend—many stipends are separated into two payments, and the second payment is dependent upon a favorable review from the site supervisor (the sooner a supervisor completes the midterm eval, the sooner an intern receives their stipend)
- We want to hear from you regarding what went well and/or what could be better about the experience
- Email appliedlearning@potsdam.edu and cc the Internship Coordinator if you need a midterm or final evaluation link resent
- Not receiving Handshake emails?
  - Check your Junk folder
  - Ensure that Handshake emails are whitelisted within your organization

Building a Program

Building an internship program at your site

Group Buy-In
- Get support from coworkers, supervisors, and/or managers at your site before implementing an internship program

Create Goals and Objectives
- Document the organization's goals in hosting interns on site (this can become valuable when advertising the position)
- Document an intern's roles and expectations when on site (this context is helpful when interns apply, and it provides a kind of work agreement between you and the intern)

Consider the following when creating a list of expectations/needs:
- Activities you need to accomplish before staffing an intern
- Activities/roles of the intern in your workplace
- Payment procedure for the intern, if applicable
- Workplace requirements for the intern (training, certifications, MOU/Affiliation Agreement)
- Marketing and outreach plans to attract potential interns

Building a Program

Develop language and details for posting

- What are the daily job tasks involved? The job description is key to a student's understanding of the experience, so be as specific as possible!
- Is there preliminary/ongoing training required to perform this work? If so, how will the intern be trained?
- What skills will the intern learn across this experience?
- Is this work in-person, remote, or hybrid?
- What is the structure for on-site supervision and review of an intern's work?
- What is the expected weekly schedule?
- What is the expected first and last day on site?
- Who is their site contact if they have questions during the application process?

Post your internship position on Handshake

- Include information about internship position (listed above) when advertising on Handshake
- Advertising internship is same process as posting a job, but with internship-specific info and language
- How to Post a Job (Internship) on Handshake
- Handshake help for new sites

Building a Program

Benefits of building an internship program

- Provides SUNY Potsdam students with valuable field experience and career exploration
- Strengthens partnerships between SUNY Potsdam and local/state communities
- Positively impacts jobs infrastructure on a regional and state level, by connecting students with job opportunities across the state of New York
- Helps your site better manage workload
- Creates a framework for hiring future interns
- Training interns refines your organization's familiarity with workplace operations, employee onboarding, etc.
- Improves group morale (a fresh face can bring new energy and positively impact work across the site)
- Reduces your organization's training and onboarding when hiring a recent intern with on-site experience
- Refines your organization's hiring model by converting interns to potential new hires

Site Responsibilities

Responsibilities of site supervisor, coworkers, managers, etc.

All internship sites have a responsibility to establish a work environment that promotes access and independence for all student interns.

Additionally, sites are obliged to abide by all discrimination laws when hiring/hosting an intern. According to the Equal Employment Opportunity Commission, it is illegal to discriminate based on an applicant's race, color, religion, nationality, or disability. It is also required that the employer provide adequate accommodations in the workplace for an intern with a disability.

The following links outline Department of Labor standards for maintaining an internship program and paying wages in New York state:
- Wage requirements for interns (not-for-profit businesses)
- Wage requirements for interns (for-profit businesses)
- Fair Labor Standards Act

Best Practices

National Association of Colleges and Employers (NACE) suggests these internship site practices whenever possible:

- Pay interns
- Recruit interns like full-time hires
- Align internship with organization's goals of diversity, equity, and inclusion
- Provide relocation/housing assistance
- Offer scholarships
- Allow for flexible work arrangements
- Provide relevant, challenging work assignments
- Hold orientation for all parties involved
- Provide handbook/website reference
- Identify an intern manager at site
- Involve college recruiting within program
- Encourage career staff visits for intern
- Hold new-hire panels
- Provide access to high-ranking professionals at site
- Offer in-house training
- Conduct focus groups and/or surveys
- Showcase intern work at site
- Conduct exit interviews
- Collect, track, and analyze intern stats
- Stay connected with interns after the experience

Contact Us

Please contact us with questions or issues that arise during any step of the internship experience. Our team is here to help!

LoCAL Office
appliedlearning@potsdam.edu
315-267-2507

Max Grube, Internship Coordinator
grubejm@potsdam.edu
315-267-2037

Sarah Lister, Dorf Endowed Director of Applied Learning
listersl@potsdam.edu
315-267-3132

LoCAL