

Internship Program Guidebook



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SAMPLES

Tell me

and I forget.

Teach me

and I remember.

Involve me

and I learn!

- Benjamin Franklin

Welcome

The purpose of this guidebook is to provide you and your business with a way to start an internship program.

As a member of Tri State HR, you can make a difference in the lives of students as they enter the workforce.

Start Building a Future!

Lay The Ground Work

WHAT IS AN INTERNSHIP?

As defined by the National Association of Colleges & Employers: 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 to make connections in professional fields they are considering for career paths. They also give employers the opportunity to guide and evaluate talent.”

LENGTH

Typical length of an internship is 3 – 4 months, allowing time for the intern to acclimate with the position and complete assignments.

WORK SCHEDULE

Internship Work Schedules are most commonly full time, but if during school, hours typically won't be more than 15 – 20 hours per week.

PAY

Some colleges have specific payrates required for interns, while others allow the business to determine pay rate (meeting minimum wage requirements).



Evaluate your business

Identify Business Needs

When determining the needs of your business for an Internship Program, here are a few questions to help you get started in the process.

1. Are there Special Projects to be completed (Temporary or Ongoing)?
2. Are there skills or talents not typically learned in the classroom that candidates need when looking for jobs (i.e., software, research, customer, etc.)?
3. What is the business hoping to gain from a program?
4. Who will oversee the program (Internship Coordinator / Manager / Ambassador)?

Legal Considerations

1. Is this an internship as defined by the National Association of College and Employers?
 - 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.
2. Should internship be Paid or Unpaid?
 - Fair Labor Standards Act (FLSA) - To be Unpaid, must meet 6 DOL criteria:
 1. The internship, even though it includes actual operation of the employer's facilities, is like training that would be given in a vocational school.
 2. The internship experience is for the benefit of the student.
 3. The intern does not displace regular employees but works under the close observation of a regular employee.
 4. The employer provides the training and derives no immediate advantage from the activities of the intern. Occasionally, the operations may 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 in the internship.
 - Paid Internships must at least be Minimum Wage and meet any other state applicable laws.
3. Are interns eligible for Benefits?
 - Typically, the short-term nature of an internship and benefits are not offered.

Map It Out

Develop a Job Description

- Reference (SAMPLE JOB DESCRIPTION)
- What are the Responsibilities & Assignments? Are these goals realistic?
- How does this role support the organization's mission and objectives?
- What Qualifications are Needed to Succeed?
- Who will Supervise?
- How will Success be Measured?
- What is the Schedule? – Days per week, Hours
- What are the Compensation Expectations?
- Will a Scholarship be offered?
- Does this qualify for academic credits? (refer to college for specific requirements)

Find your Talent

- Partner with College's Career Center
- Attend Career Fairs
- Social Media Platforms
- Work with Student Organizations

Selection Process

- Evaluate
- Interview
- Selection (Reference SAMPLE OFFER LETTER)
- Hire



Start Driving

When preparing for your intern's first day, here are a few areas of consideration:

- **Orientation & Onboarding**
 - Consider creating a “separate” presentation removes perks for regular employees and gives the intern a strong introduction of the business as a whole.
 - Everyone likes getting free stuff, so don't forget the SWAG!
 - Schedule Introductions to the Managing Supervisor and important key players.
 - Ensure equipment is set up and ready to go on day one!
 - Consider allowing the 1st week to be more Hands-On Time for Learning
- **Events**
 - Include interns in planned Lunch n' Learns
 - Develop current employees by allowing them to be a Guest Speaker
- **Intern Evaluation**
 - Provide Feedback and Coaching at established period check-ins (Daily, Weekly, etc.)
 - Review Assignment Completion Status
 - Evaluate Performance
 - Final Evaluation (Reference SAMPLE EVALUATION FORM)
 - If College Course Credits are available, ensure paperwork is completed timely.
- **Program Evaluation through Metrics**
 - # of Applicants vs. Interviews
 - # of Interviews vs. Offers
 - # of Offers vs. Accepted Offers
 - Conversion Rate – How many interns converted to regular employees?
 - Retention Rate – Do interns return for additional internships? If they convert to regular employees, do they have longer retention than those who didn't intern?
 - Quality of Experience – What feedback are interns giving about their experience?
- **Marketing for Future Interns**
 - Consider making a video or getting quotes from Interns.
 - What was your Favorite Aspect of the Internship?
 - What did you learn during the internship?
 - Spread the Word on Glassdoor and other social media



SAMPLES

SAMPLE Job Description

Human Resources Intern

Learn About the Company:

(Insert Brief Description of the Company. This might include Company's Values, Mission Statement, Department Specific Information).

What We Have to Offer:

- Paid or Unpaid Internship
- If Applicable, add the perks for the Intern
 - Benefits such as medical, vision and dental
 - Company-wide perks, including, paid holidays, employee appreciation events, charity events
 - Supplemental benefits including life insurance and 401k contributions (non-temporary employees only)
- Safe work environments to reduce the transmission of COVID-19

How You Will Support Our Company:

We are excited to bring on to our team a Human Resources Intern. In this role, you will provide support for Day-to-Day functions within the Human Resources Department.

What Are Your Responsibilities:

- You will support the new hire on-boarding process in the handling of pre-employment processing, new hire orientation coordination and creating on-boarding schedules
- You will perform benefit administration, including responding to employee inquiries
- You will address employment verification, unemployment data requests, and employee requests regarding employment data
- You will answer incoming phones all and direct calls or parties to appropriate team member within the department
- You will perform filing of HR information, both hardcopy and electronic copy
- You will create, review, update, print and post flyers and other correspondence as directed
- You will schedule appointments, book conference rooms, prepare rooms and other administrative and set-up tasks associated with trainings and other special events
- You will perform tasks in use of Microsoft Word, Excel, PowerPoint and Outlook as directed by department leadership

What Qualifications You Need to Succeed:

- Minimum High School Diploma or GED
- Working towards a degree in Human Resources Management, Business or other related field
- Experience with Payroll Systems and/or HRMS such as (insert software) a PLUS
- Ability to work and thrive in a high-paced, high-volume work environment and to skillfully multi-task.
- Ability to maintain confidentiality and discretion when handling sensitive discussions and materials
- Clerical and organizational skills including: filing, record-keeping, doing paperwork accurately and on time
- Demonstrated ability to prioritize, maintain deadlines, and demonstrate urgency when handling time-sensitive processing
- Computer skills to include Microsoft Word, Excel, PowerPoint

Other Details About Your Internship:

- You will report to the Director of Human Resources
- The internship is open for full time or part time work, Monday through Friday.
- The hourly rate is \$00.00, paid (weekly, bi-weekly, etc.).

SAMPLE Offer Letter

Human Resources Intern

Today's Date

Intern First & Last Name

Home Address

Phone Number

Email

Dear Intern First Name,

Congratulations on your offer of employment with Company Name! We take great pride in hiring individuals who have the talent, drive and commitment towards our mission and our customers and we are extremely delighted to have you join our team.

I am pleased to confirm in writing our offer of employment to you. The major provisions of your offer are:

Position: Your position is Human Resources Intern, reporting directly to Manager Name, Manager's Position Title. This position is non-exempt.

Start Date: Your first day of employment is Today's Date.

Pay: Your hourly rate of pay is \$00.00. As a non-exempt employee you are eligible for overtime for any hours worked over 40 hours each week. Based on your hourly rate, overtime would be paid at \$00.00 per hour.

PTO: This position is not eligible for PTO. Should you require time away from work during your internship assignment, you will be required to notify your direct manager. Approved absences will be unpaid.

Employment Conditions: As a condition of employment, the company will conduct a background check. This offer of employment is contingent on the results of the background check.

Terms: Employment with Company Name is not for any definite period of time and is terminable, with or without notice, at the will of either you or the company at any time for any reason. There shall be no contract, express or implied, of employment.

If you have any questions, please feel free to call me directly at HR Phone Number. We look forward to our working together and feel fortunate to have you as a member of our team.

Sincerely,

Authorized Signature

Authorized Signer

Authorized Signer's Position Title

I sign this document, to confirm my acceptance of this offer of employment.

INTERN FIRST & LAST NAME

Date

SAMPLE Evaluation Form Human Resources Intern

Intern Information
Intern
Department
Reviewer(s)
Date

Intern Evaluation					
	Excellent	Good	Satisfactory	Fair	Poor
Related Job Experience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Related Education or Training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
General:					
Management:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Productivity/Time Management:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Teamwork:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Customer Service:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ethics:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

STRENGTHS:
WEAKNESSES:
ADDITIONAL COMMENTS:

How May Tri-State HRMA Help?

Tri-State HRMA helps you build out your Internship Program by connecting you to the right resources. A long-term partnership with Rowan University has been established, assisting HR professionals with HR student internship candidates. The following are some of the resources and people in charge of connecting you to students:

ProfsJobs

To get started, you might consider creating a job ad for your internship position on ProfsJobs. Rowan University students and alumni have access to the ProfsJobs system to search for internships and job opportunities. Employers are encouraged to post all open positions available throughout the year and there is no charge. Visit <https://sites.rowan.edu/hirerowan/> for more information.

Office of Career Advancement

Rowan University's Office of Career Advancement is dedicated to providing the highest quality employer relations and services. They help maximize your recruiting efforts, increase your organization's visibility, and promote a positive brand for your organization on campus. Employers can email Andy Duffy, Associate Director of Employer Relations with any questions. Contact and additional information can be found at: <https://sites.rowan.edu/oca/>.

Rohrer Center for Professional Development

The RCPD provides business students with the tools necessary to navigate the job and internship search process and to become career-ready. Amie Ryno is the Director of the RCPD and is an excellent contact in developing a relationship between the university (and HR students) and employers. A schedule of events and additional information can be found on: https://business.rowan.edu/centers_of_excellence1/rcpd/.

John Dominy and Joel Rudin

John Dominy, along with Joel Rudin, oversee the Rowan SHRM Club and provide support and services to HR majors and minors. Their credentials and contact information can be found on LinkedIn and on the Rowan website.

Rowan Student Chapter President

Each year, a new senior is voted in as President of the Rowan SHRM Club. This individual also holds a committee role on the Tri-State HRMA Student Relations Committee for ultimate coordination of needs and support from the HR community.