



elevation
lane  county



**Student
Guide to
Industry
Internships**



Day 1-Orientation to the Workplace

It is okay to know nothing about a professional workspace. The industry orientation is your opportunity to ask as many questions as you need to feel comfortable. Do it!

- a. **Tour the workplace.** Be sure you know where the following things are:
- Reception area and admin support staff that may be points of contact
 - Kitchen area and proper kitchen procedures (i.e. washing dishes, storing food, consuming food, shared utensils or food containers, etc.)
 - Emergency exits. Where are the emergency exits? What happens if the elevators are not be operational during an emergency? What is a location outside where the you should meet with coworkers during an emergency?
 - Copy room. What are proper protocols to be used in the copy room (i.e. copy codes for projects, disposal and recycling)?
 - Your supervisor's desk or office area.
 - Your desk or office area. What are protocol for eating, recycling, trash, desk cleanliness, etc?
 - Conference rooms. How should you reserve and use conference rooms, and how should you leave the room after use?
 - Meet and introduce yourself to as many staff as possible, noting the person's role in the company. What are proper methods to communicate with office staff and staff to contact or report to when you are away from the office?
- b. **During the orientation, note:**
- Use of mobile devices and company property (i.e. proper internet usage)
 - The protocol for reporting a task is finished.
 - The products and services the organization provides.
 - The organizational structure and functions of various departments.
 - Discuss the Internship Work Plan & Learning Agreement with your supervisor.
 1. Your supervisor will have a copy of your profile. Review the projects and tasks developed in the Work Plan portion of the document. Discuss the tasks and associated skills that will be developed. Ask more questions if necessary.
 2. Review the Internship Assessment. Discuss questions about the skills.
 3. Discuss the skills you want to develop during the internship. These skills may already be identified in the Work Plan, but if you have identified additional skills during your orientation, discuss ways to develop them during the internship. Complete the Learning Agreement portion of the document during this conversation.

Weekly Check-in

Weekly Check-in Meetings

The length and structure of the weekly check-in meeting should be scheduled the same time every week, typically the start of the week or the end of the week. Below are some guiding questions that may assist in the meeting.

Task Check-In

- How are the assigned tasks coming along? (related to the work plan)
- Are tasks on track? Are there enough/not too many tasks?
- Is the difficulty level of tasks appropriate?
- What are some lessons learned and challenges experienced?
- What do you need help with?

Skills Identified in the Learning Agreement/established during the Internship Orientation

- Have you been able to use or witness the skills being used?
- How can your supervisor facilitate use of the skills?
- What tasks or meetings may assist in developing the identified skills?

Intern Reflection

- What were three surprises you experienced or witnessed last week?
- What were three challenges you experienced or witnessed? How may we fix the challenges?
- Sometimes, the more we learn, the more questions we have about what we've learned. Do you have any questions that relate to this industry or this company?
- Did the last week reinforce your future educational or career goals? How?

Internship Work Plan & Learning Agreement

Instructions: This document should be completed in two steps. Please read the instructions below and follow the directions.

1. Outline 3-4 projects you wish to complete during the internship. The first box describes the expected content for each project.
2. Discuss the work plan to your supervisor during the industry orientation and discuss the skills (3-4) you would like to develop during the internship. The skills you wish to develop could be addressed in the projects listed in the work plan, but you may also identify skills to develop outside those listed. If so, it will be important to discuss and plan specific activities to assist with development of those skills. Complete the Learning Agreement portion of this document with your supervisor. Examples could go to meetings, taking advantage of existing employee training opportunities, or specific projects.

Project Information

Project Summary	An assignment that will provoke the learning objective.
Activities	Tasks that will be performed in order to complete the project.
Documentation	Evidence of the your work.
Skills	Refer to Elevate Lane County's Internship Skills Assessment (Form B) to select the applicable skills that you will develop through the completion of the project.

Project Example

Project Summary	Create a database of San Francisco civic leaders with their contact information.
Activities	Attend Board of Supervisors meetings. Formulate questions to ask supervisors. Introduce self to Supervisors and distribute business card. Send a thank you email to Supervisor.
Documentation	1) List of questions for Supervisor 2) List of thank you notes sent 3) Contact list
Skills	Foundational skills: Oral communication, written communication, listening and observation, critical thinking Applied workforce skills: creativity and innovation, flexibility and adaptability; Self Management and Personal Responsibility: takes initiative, ask appropriate questions, persistent, brings tasks and projects to completion.

Work Plan

*To be completed before the internship.

Project #1

Project Summary	
Activities	
Documentation	
Skills	

Project #2

Project Summary	
Activities	
Documentation	
Skills	

Project #3

Project Summary	
Activities	
Documentation	
Skills	

Project #4

Project Summary	
Activities	
Documentation	
Skills	

Learning Agreement

*To be completed with intern during orientation

Skill #1:
Activity

Skill #2:
Activity

Skill #3:
Activity

Skill #4:
Activity

Additional Activities

*Any additional teams, meetings, or activities that may benefit the intern's experience.
(Optional)

1.

2.

3.

Agreed:

Intern: _____ Date: _____

Supervisor: _____ Date: _____

BENEFITS OF AN INTERNSHIP

The benefits of internship experiences to students are significant. Finding work can be a huge challenge, especially without experience. Yet, to get experience, you must first find a job. Internships provide work experience opportunities, and employers are willing to hire interns with little or no experience. While internships sometimes do not pay generously, the benefits of doing an internship go far beyond a paycheck.

Gain Valuable Work Experience

An internship provides the opportunity to gain hands on work experience that isn't available in the classroom. First time job seekers aren't usually desirable candidates, but companies are willing to train them as interns and give them the experience they would need to get a job.

Have an Edge in the Job Market

Employers are usually more concerned with work experience than qualifications. Internships are often the only way to get the work experience needed to secure a job, and can be a vital part of a resume. Many employers prefer or require applicants to have had an internship or relevant work experience and in many of the more competitive job markets it is an essential element in a job search.

Transition into a Job

Employers see interns as prospective employees and many complete their internships and continue working with the company full time or part time. Internships are the number one way for employers to find new staff in the US. Think of it as a really long interview, after which the intern has proved they are a capable and hardworking employee.

Decide if this is the Right Career or College Major

Student interns are exploring various careers and an internship is a great way to try it out. Internships are generally short term, thus representing a good way to test a future career without committing to either a job or a college major. It is a far easier and less expensive way to find out if it is a career that will satisfy.

Networking Opportunities

Internships are a great way to meet people in a selected field. Even with experience, knowing people never hurts. An internship allows students to meet people who might help land a job later on and provide the contacts in the industry of interest. Plus, references from people in the industry will really add weight to college and job applications.

Apply Classroom Knowledge

An internship is the culminating work-based learning experience and gives a chance to use the skills learned in the classroom in a real-world setting. It's a chance to prove the value of qualifications and to prove job performance in the role.

Gain Confidence

Getting experience working with adults is a great way to build confidence. What's more, an impressive resume will develop confidence in securing a job. An internship enables an interviewee to provide examples of work actually performed. Improve College Options and Acceptance Colleges and universities have indicated that benefits students receive from internships and other work-based learning experiences impact their readiness for success in college as well as in the workplace. The same attributes employers seek are also necessary for college.

INTERNSHIP EXPECTATIONS

Expectations of Students

Students who agree to be involved in these highly sought-after internships must be aware that they are committing to:

- If in doubt, ask!
- Follow-up immediately with employers' requests for information
- Be 10 minutes early for work or appointments—make sure you have arranged transportation beforehand
- Handwrite thank you notes after interviews and after the completion of the internship
- Ask for additional work when finishing an assignment
- Listen, take notes, and ask clarifying questions to ensure understanding of an assignment
- Limit use of cell phones and personal messages to breaks and lunch
- Treat all information received as highly confidential
- Do not post anything negative about your experience on social media, even if you aren't "friends" with anyone at your company. Be aware that what you post, in general, can be found and read.
- Be willing to volunteer for tasks
- Be alert to the type of clothing worn by other workers and dress accordingly. If you need assistance with appropriate clothing, please email Erin (emaloney@lesd.k12.or.us) and Connected Lane County will provide help.
- Text or call if you ever feel uncomfortable in a situation and feel like you need to leave. If you do not have transportation, we will come get you.
- Be sure you communicate with your counselors and teachers at school if you are seeking college credit through LCC for your internship experience.
- You are representing Elevate Lane County and your school in the local tech sector. We want to be proud of your successes and support you in all that you do.

Internship Learning Outcomes

Students will be measured based on the formal supervisor assessment as well as information gathered from employers, teachers, and parents. In addition, following an internship experience, students should be able to:

- Assess their individual strengths and weaknesses in the workplace
- Demonstrate appropriate business dress behavior and etiquette
- Demonstrate job-specific knowledge and skills
- Apply academic skills appropriate to the workplace
- Explain the connections between job requirements and academic skills
- Describe the value of the internship to younger students, peers, and adults
- Develop career goals and a plan for achieving them