Guidelines for Employers Offering Internships for Willamette University Students

The definition of “Internship”
The word “internship” can have many definitions.

In academic circles, internships are viewed as a form of experiential education that allows students to apply what they have learned in the classroom to real work situations and build on their skills.

Among employers, internships serve as an opportunity to train students in their operations and to identify prospective hires, and to give back to the community by mentoring and training future leaders.

Some internship programs are part of a school’s curriculum - either students receive credit for the internship and/or the experience is required for graduation.

In other situations, faculty may be involved in recommending and providing oversight to students, but no credit is given by the school for participation in the internship.

In still other situations, the employer advertises the internship position in the career services office, and the school has no involvement other than the posting. The one common thread in all internships is that the work is more than clerical, includes a strong learning component, and enhances student growth through challenge and support.¹

In other words, an internship involves training that benefits students. Although the employer may benefit from the work that interns do, the employer must provide educational opportunities for the student to experientially learn about a career or vocation. The difference between hiring a student to simply do a part-time job and making it an internship is the element of education and training.

If you are an employer and want to list a job as an internship we recommend that you do the following:

1. Provide a mentor who is a member of management or senior level administration and spends scheduled one-on-one time with the intern.

2. Identify a direct supervisor to whom the intern will report for questions, problem-solving, task assignments, etc.

3. Establish a job description of expectations, performance indicators, projects, and tasks to be completed (see sample job description below).

4. Establish a “learning agreement” with the intern to list activities that help the student learn about the career. Students who are earning academic credit will also

have a learning contract they negotiate with their professor. Supervisor-student learning agreements might include:

- attendance at staff meetings
- helping with presentations
- working with researchers
- assisting with strategic planning sessions
- attending on-the-job training that other workers would normally attend
- attend organizational orientation sessions
- learning computer and data systems
- visiting various departments and functional managers
- joining staff at meals and events
- provide a professional evaluation of student’s work performance

If the student intern is obtaining academic credit for the internship, a meeting with a Willamette University faculty or administrator may be required.

**Employers: Paid vs. non-paid internships**

Some non-profit and public service organizations that depend on volunteer labor do not pay student interns an hourly wage. Organizations like the Red Cross, Habitat for Humanity, or the Salem Hospital may have both internships and project volunteers. Volunteering labor for a weekend project or specific event would not be considered an internship position. However, a student volunteer who works anywhere from 5 - 10 hours per week over several weeks, has regular work hours, is given ongoing tasks and responsibilities in a job description, and is provided strong learning components could be considered an intern.

We highly encourage organizations to provide paid internships. There are several benefits with that kind of arrangement. Most Willamette students must support much of their college expenses and actively seek paid internships. Paid interns are very motivated and intelligent workers who put more thought and energy into part-time or temporary jobs. They discuss their internships with Willamette faculty and administrators and look for opportunities to be creative and contribute to your bottom-line. And the paid internship becomes an excellent way for employers to observe an intern’s potential first-hand, provide a long-term orientation, and identify top recruits for full-time jobs. Some students will seek academic credit for an internship in an organization which can be established by following the internship guidelines and having students work with a professor or the Career Center. It is fine, and may be preferable, for a student to receive an hourly wage or stipend while receiving academic credit. For-profit organizations need to either provide pay, or the unpaid intern must receive academic credit in order to comply with U.S. labor law. The Willamette Career Center can help with that process.
Employers: The Process for listing an internship

The following steps will help you put everything in place to hire and supervise your student intern.

1. Contact the Willamette University Career Center about your interest

2. Create a Job Description – The Career Center will direct you to JobCat. A job description template is provided in this manual. See “Guidelines for Writing an Internship Job Description.”

3. Recruit and select student(s) - the Career Center can advertise and market your position

4. Agree on a learning contract/agreement with your intern (see template)

5. Conduct final supervisor evaluation. You can use your organization’s performance review document, or you may want to utilize the sample template in this manual

If academic credit is involved

1. When students want academic credit for their internship, employers will likely have some interaction with a professor or the Director of Career Services.

2. Employers will need to sign the Academic Credit Agreement form (see template in this manual). The student intern is responsible for obtaining your signature.
# Activities Required for the IDS for-credit Internship

<table>
<thead>
<tr>
<th>EMPLOYER</th>
<th>CAREER SERVICES or FACULTY</th>
<th>STUDENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Creates Job Description</td>
<td>Applies and agrees to job description tasks and responsibilities</td>
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</tr>
<tr>
<td>Interviews, selects, and offers the student the internship/job</td>
<td>Approves Learning Contract: syllabus, assignments, deadlines</td>
<td>Develops learning contract as part of the IDS 194 course.</td>
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<tr>
<td>Signs internship agreement</td>
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<td>Sends signed Internship Agreement form to Registrar</td>
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<tr>
<td>Provides ongoing supervision of intern at worksite</td>
<td>Visits internship site, establishes office hours and/or internship class</td>
<td>Completes assignments, reading, journals, and attends class meetings.</td>
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<tr>
<td>Reads intern’s Self-Evaluation</td>
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<td>Completes Internship Self-Evaluation for supervisor</td>
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<tr>
<td>Conducts exit interview with job performance evaluation</td>
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<td>Receives supervisor evaluation</td>
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<td>Grades final paper and checks on Learning Objectives assignments</td>
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<tr>
<td></td>
<td>Submits final research paper and all assignments</td>
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<tr>
<td>Submits grade</td>
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</tbody>
</table>
**Required: Internship Job Description (for employers)**

Job descriptions should be completed by the organization’s Internship Supervisor and is required before you can register for the internship class.

**Options for writing a Job Description for an Internship**

You may already have a job description. If not, then this document can help you build one. A job description helps students to learn about your company and the available opportunity. There are several important sections that make a job description complete. While you may decide to leave out some sections, it is helpful to include as much information as possible. It helps you and the intern to be clear about specifics. Here are sample sections and tips for completing the sections. See sample job description on the next page.

We ask all employers to list their internship on JobCat – the Willamette University job listing site. This enables students to view your job 24/7, and you can easily re-post it in the future. We recommend working through the list below before logging on.

1. **Title of Internship:** Choose a title that will serve the student well in networking and on their resume. Examples: Marketing Intern, Legislative Intern, or Museum Acquisitions Intern

2. **Company Name and Location:** Street (office and mailing) Address, City, State, zip

3. **Full or Part-Time:** Most internships are part-time during the school year and can be either part- or full-time in the summer.

4. **Weekday Hours:** List work hours. State whether the hours regular/standard or flexible.

5. **Weekends or Overtime?** Yes ______ No ______ Explanation:

6. **Compensation:** □ Paid: list salary/$ per hour □ Unpaid □ Requires receiving academic credit

7. **Perquisites/benefits** e.g., free parking, transportation allowance, discount on merchandise or services, meal allowance, personal use of office equipment, etc.

8. **Number of other Interns:** Will there be other students or colleagues the intern will interact with?

9. **Car and/or driver’s license:** Required, Recommended, or Unnecessary?

10. **Intern’s supervisor:** Name, Title, unit/division, etc.

11. **Organization Description:** Describe what your organization does and its culture (sometimes you can copy from your website.)

12. **Job Description/Intern responsibilities:** list the tasks, job, duties, and expectations for the intern. You might want to describe a typical day. This is your chance to sell your company and to get student excited about working there. Remember, if an internship is
unpaid, it will be even more important that you get students excited about wanting to take an unpaid opportunity. Example:

“Research opportunity. XYZ Research is a growing market research firm serving the healthcare industry. In fact, we’ve grown by 200% in the last year alone. Founded in 1985, our company focuses on… Our mission is to offer the best research capabilities for small to medium sized hospitals… We offer a paid internship… etc.”

13. **Key Responsibilities:** This section describes projects or other tasks which the intern will perform. Examples:
   - Research trends in rural healthcare using Census data
   - Assist other staff with presentations for clients
   - Participate in team meetings and brainstorming sessions

Typically, a company will list 5 – 10 responsibilities. Also, if a student/applicant has specific interests, it is generally a good idea to remain flexible and to modify the list of responsibilities.

14. **Applicant Qualifications:**
   List 5-10 things that you’d like to see in an intern. We can provide a list of ideas if you are not sure. It is best to state “prefer” rather than “require” when possible. Examples:
   - Prefer a student who is familiar with multi-cultural issues
   - An interest in ___________ (fill in any job-related interests)
   - Excellent communication (presentation) skills, etc.

15. **Skill Requirements:** List specific skills you want. Examples:
   - Prefer experience with Microsoft Excel and Access
   - Good writing skills (for grant proposals)

16. **How To Apply:**
   Describe how and when you want the applicant(s) to apply for the position. Send a Resume and Cover Letter to _____. Or, complete the online job application through Human Resources at https://www. xxxxxx etc. If you want students to visit your website to apply, then please include that information in the “How to apply” section, and a web link.

17. **Final Thoughts:**
   Try to write the sections in your own words. Write it so it will stand out as a great opportunity. For example, instead of using the following words that are in this document: "Excellent oral, written, and communication/presentation skills," you might consider saying:
   - “Strong communication and customer greeting skills” or
   - “Ability to work well with elderly clients” or
   - “Comfortable talking with and interacting with those who are homeless”

**Most important features that appeal to students**
- Job title that will stand out on their resume.
- Be very thorough in job description
- Company info/culture
- Internship content, assignment and details
• What students will learn (knowledge and skills) related to different aspects of the internship, include training.
• What is interesting about the internship and who they might interact with.

Remember that your job description is the place where you start, and it can be modified as needed. Each Willamette University student who wants academic credit for an internship will complete a Learning Outcomes Contract, which will outline what they want to learn from the work experience. This Learning Outcomes Contract may modify your original job description a little. Please let us know if you have questions.

**Go to the following link to post your position in Handshake**

[https://app.joinhandshake.com/login](https://app.joinhandshake.com/login)
Sample Job Description

Habitat for Humanity International
123 Main Street, suite 123
Salem, OR  97301

Communications Intern
Full-time.  Up to 40 hours per week.  Flexible hours, prefer 6 hours per day, 5 days/week
Fall 2xxx.  Requires occasional weekend and evening hours.
1 internship available

Compensation:  If student desires academic credit for the internship s/he must submit the
required university forms along with application.  We provide an intern coordinator that will
assist interns in getting credit for the internship.

Supervisor:
Sally Smith, Senior Director of International Programs
Habitat for Humanity

Habitat for Humanity International is a non-profit housing organization. Our goal is to
eliminate homelessness from all over the world and make people conscious that poverty
housing is a problem that needs be fixed. With the help of volunteers, 1,500 local affiliates and
70 national organizations more than 1000,000 houses have been built to help families in need.

Job Description:  the Communications Intern will be responsible for developing new ways to
reach out to communities to have access to the greatest amount of people helping us reach our
goal. To do so, the intern will be in charge of updating the Habitat for Humanity accounts on
social platforms daily or as often as it is needed. Communicates with potential volunteers,
other staff members and is under the supervision of the Senior Director of International
 Programs.

Key Responsibilities:
  •  Participate in team meetings and brainstorming sessions
  •  Answer incoming calls
  •  Write press releases
  •  Make postings on Facebook, Twitter and Instagram
  •  Maximizing resources
  •  Work with staff in other departments

Applicant Qualifications:
Prefer a student who:
  •  is majoring in field of internship or related to it
  •  is familiar with multi-cultural issues
  •  excellent communication skills, including public speaking, writing
  •  is very detail-oriented and good at follow-up
Requires driver’s license, good driving record, and occasionally drive company van to events.

**Skill Requirements:**
- Prefer experience with Microsoft Excel, Word, PowerPoint and Outlook
- Good writing and verbal skills
- Basic knowledge of statistical concepts required for data display and analysis
- Interested in and commitment to community service

**How To Apply:**
Must apply through the online application process at the following website:  http://www.Habitatforhumanity.com  Additionally, students can contact Human Resources office at 503-123-11234 or fax a resume and cover letter to 503-123-1234.

**Application Deadline:**  September 10, 2xxx.
Required: Internship for Academic Credit Agreement Signature Form

This form is the initial agreement to engage in the internship between the student, employer, and faculty. Students also need to submit: 1) a Learning Objectives Contract 2) Job Description 3) this Signature Form completed. Please sign and scan, and attach all 3 documents to Jerry Houser via jhouser@willamette.edu

**Student and Course Information**

- This is an IDS 194 Internship
- This internship is through an academic department:

  **Student Name:** _____
  **Class Standing:** _____
  **Campus or Cell Phone:** _____
  **Other E-mail Address:** _____
  **Internship Site:** _____
  *(Please provide name of organization, mailing address, phone number, and web address)*
  **Dates at Internship Site:** from _____ to _____
  **Number of Hours per Week at Internship Site:** _____
  **Date of Completion for this Internship Program:** _____

**AUTHORIZATIONS**

**On-Campus (faculty) Supervisor:** ___________________________ **(signature)** **Date:** __________

  **Faculty Name:** ___________________________ **Title:** ___________________________
  **Faculty Phone:** ___________ **Faculty E-mail:** ___________

**Off-Campus Supervisor:** ___________________________ **(signature)** **Date:** __________

  **Name:** ___________________________ **Title:** ___________________________
  **Phone:** ___________ **E-mail:** ___________

**Student:** ___________________________ **(signature)** **Date:** __________

Jerry Houser, Associate Dean/Director, Career Services: ___________________________ **(signature)** **Date:** __________

*Return this completed and signed application form to Gretchen Moon. She will submit it to the Registrar*
Performance Review Guidelines

Date of Review:
Employee Name:
Current Position:
Dates of Period Reviewed:

Explanation: The purpose of this meeting is to review your main position responsibilities and compare them with the actual work done, to define areas for growth and development of new skills, and assess how well you are performing over all. The following categories are meant to discussion points aimed at evaluating your contribution to the overall mission of the internship and to develop plans for your future professional development and growth. Some of the general areas which might be addressed are:

Quality of Work:
The extend to which completed work is accurate, neat, well organized, thorough and effective

Quantity of Work:
The level of productive output and the timeliness of work performed as compared to position standards and requirements

Work Habits:
The effectiveness in organizing work and using time and equipment, materials and resources. Include consideration of attendance, promptness, appropriate break and lunch time

Initiative and Independence:
Given the nature and scope of the position, consider the extent to which initiative is shown in making work improvements, identifying and correcting errors, initiating productive work activities and assisting clients and other staff

Relationships with People:
Consider the extent to which employee recognizes and responds appropriately and effectively to the needs and desires of clients, establishes positive working relationships and is courteous.

Related to the above these are some other things to think about in preparation for the meeting

  • Comments on motivation, willingness to ask questions, learn and accept criticism. Look at areas of special success as well as areas which might need improvement.
  • Jointly review standards of performance for the position. Determine how well they are being met and plan for specific improvements if needed.
  • Look at any areas of particular success. Define and look for ways to reward extras efforts.
  • Discuss areas for future development and new responsibilities.
  • Discuss any pertinent information not covered by the above.

Overall Performance:
Include special knowledge, skills and accomplishments as well as areas for improvement

Employee Comments:

Supervisor Signature____________________ Employee Signature____________________
### Sample Performance Evaluation

**Student Name:**
**Department:**

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>Rating</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1. Quality and Quantity of Work:</strong> How accurate and neat is work? Does it meet acceptable standards? Are assignments completed on schedule? Is work organized? Do they arrange priorities to complete tasks?</td>
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<tr>
<td><strong>2. Reliability/Dependability:</strong> How reliable is the individual in performing work assignments and carrying out instructions? How much supervision is required? How responsible is the student toward assigned work?</td>
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<tr>
<td><strong>3. Attitude:</strong> Is the student enthusiastic, diligent, interested, and a courteous employee? Are they willing to take on difficult or disagreeable tasks?</td>
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<tr>
<td><strong>4. Relationships:</strong> Does the student work efficiently with others (superiors, peers)? Is the student worker tactful, diplomatic, enthusiastic, and engaging when dealing with visitors?</td>
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<td><strong>5. Initiative and Resourcefulness:</strong> Does the student see things to be done and then take action? Offers suggestions for improved methods of operation? Do they follow through in work assignments and show creativity?</td>
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<td><strong>6. Attendance and Punctuality:</strong> How faithful is the student in reporting to work and staying on the job? Does the student notify supervisor when running late or unable to report to work?</td>
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<td><strong>7. Professional and Appropriate Appearance:</strong> Is student appropriate in language, dress, and grooming?</td>
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<td><strong>8. Communication Skills:</strong> How are the students’ oral and written skills? Does the student show awareness and interest in department objectives, goals, and policies?</td>
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**OVERALL RATING**

**Greatest Strengths:**

**Areas that need improvement:**

**Supervisor Comments:**

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**Student Signature**
**Date**

**Supervisor Signature**
**Date**

**Would you rehire this student for future employment?**

Comments:
## Assignments

You agree to complete the tasks below within the deadlines specified in order to earn credit. _____ number of units I am requesting

1. I will complete a reflection journal every other week (5 total) on the following schedule (Student Must use the internship journaling template available in this document)
2. Final Report: A 7-8 page prospectus describing the internship activities -Describe your initial goals of the internship, -central issues/concerns to be explored, -outline your methodology of exploring these questions, -indicate the conclusions you draw from the results of your exploration. - see final report outline
3. Attend internship class meetings and/or individual meetings with professor. Attendance is required at all meetings. If class or meeting is missed, significant make-up work will be assigned. Two absences results in no-credit for the class. It is the students responsibility to schedule individual appointments w/faculty
4. Informational Interview: I will meet with at least one person (not my immediate supervisor) who has experience in the field I am interested in and conduct a 1-hour informational interview. (Please follow Informational Interview guidelines to determine the meeting arrangements and ask at least 10 questions)
5. Attend one Portland Business Council Breakfast and complete a reflection journal on the meeting
6. Meet with a Willamette career counselor and discuss the results of career tests on personality, skills, interests, values, and goals and how this internship applies to long-term career decisions
7. Meet with professor twice during the semester or per arrangement/agreement
8. Literature review: Two journal articles and Vault library reading w/ 2 page summary
9. Supervisory meetings: required – regular weekly or bi weekly meetings and one Final Evaluation
10. Attend half-day training program for employees – complete a reflection journal on the event
11. Attend “Careers in Economics” panel sponsored by Econ dept. Write 1 page reflection journal
12. Attend First Avenue Career Fair, speak to 5 Law School reps. Write 1 page reflection journal
13. Other – suggest activities that help you achieve your desired learning outcomes for this internship. Talk to your professor. Look for possible career events to attend and propose them in the contract.
14. Other – …

## Passport to Professionalism

We have online professional development modules available for training interns that are free and are a standard part of internships for credit. Talk with your internship supervisor about the modules they want you to complete.

Go to this link to complete Passport to Professionalism

http://willamette.edu/dept/careers/students/passport/index.html

Modules:
1) Communicating face to face
2) Written communication
3) Professional etiquette
4) Your customer
5) Phones
6) Teamwork
7) Ethical behavior
8) Taking initiative
9) Professional culture
10) Your internship career reflections

<table>
<thead>
<tr>
<th>Date Due</th>
<th>Passport to Professionalism</th>
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<tbody>
<tr>
<td>Sept. 18</td>
<td>Go to this link to complete Passport to Professionalism</td>
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<tr>
<td>Nov. 2</td>
<td><a href="http://willamette.edu/dept/careers/students/passport/index.html">http://willamette.edu/dept/careers/students/passport/index.html</a></td>
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<tr>
<td>Nov. 16</td>
<td>Modules-</td>
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<tr>
<td>Dec. 6</td>
<td>1) Communicating face to face</td>
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<td>2) Written communication</td>
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<td>3) Professional etiquette</td>
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<td>4) Your customer</td>
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<td>Sep 30</td>
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<td>Sept 25</td>
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</table>
The Internship Learning Contract:  Student Name:_______________________Professor: __________________

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<tr>
<th>Assignments</th>
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