

The background is a solid blue color. In the center, there is a large white circle with a scalloped or wavy edge. The text "INTERNSHIP 101" is written in a bold, dark blue, sans-serif font across the middle of this white circle.

INTERNSHIP 101

DICKINSON STATE UNIVERSITY
DECEMBER 20, 2016

AGENDA

- Welcome – Dr. Thomas Mitzel, President, Dickinson State University
- Best Practices in Internship Development – Dr. Melanie V. Tucker, Vice President, Student Affairs & Enrollment Management
- Developing Internships with Dickinson State University – Ms. Amanda Benedict-Barbian, Coordinator, Career Development
- Internship Next Steps



INTERNSHIPS AT DICKINSON STATE UNIVERSITY

**DR. THOMAS MITZEL, PRESIDENT,
DICKINSON STATE UNIVERSITY**



INTERNSHIP BEST PRACTICES

**DR. MELANIE V. TUCKER, VICE PRESIDENT
STUDENT AFFAIRS & ENROLLMENT MANAGEMENT**

WHAT IS AN INTERNSHIP?

- Fluid concept, influenced by such aspects as setting, expectations, and preparation
- National Association of Colleges & Employers (NACE) recommends the following definition:
 - An internship is a form of experiential learning that integrates knowledge and theory learned in the classroom with practical application and skill 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, 2011)

SCOPE OF INTERNSHIP

- Organization to determine why they are creating an internship and what will be included in the internship experience.
- At a minimum, experience should be:
 - “hands-on” for interns,
 - include measurable, intentional learning, and
 - occur over a set period of time (e.g. semester) for a set amount of hours (e.g. 100).
- Balance intern’s learning goals with organization’s needs

HANDS-ON EXPERIENCE

- Looking for a win-win situation – value added for intern and organization.
- How can the intern contribute to the organization?
- Write a position description which reflects the specific experiences interns will have.
 - How many hours of work are needed, and for how long?
 - Where and whom will the intern work with?
 - Who will supervise the intern?
 - What compensation and/or benefits will the intern receive?

PAID VS. UNPAID

- Paying interns (or not) has received national attention in recent years.
- Legal definitions for “employee,” “unpaid trainee,” and “intern” inform the dialogue regarding whether or not to pay.
- Regarding “employee,” the U.S. Department of Labors states:
 - A worker who is economically dependent on an employer is suffered to permitted to work by the employer. Thus, applying the economic realities test in view of the expansive definition of ‘employ’ under the Act (Fair Labor Standards Act [FLSA]), most workers are employees under the FLSA.

PAID VS. UNPAID

According to the FLSA, an “unpaid trainee” must meet six criteria to not be paid:

1. The internship, even though it includes actual operation of the facilities of the employer, is similar to training that would be given in the educational environment;
2. The internship experience is for the benefit of the intern;
3. The intern does not displace regular employees;
4. The employer that provides the training derives no immediate advantage from the activities of the intern, and on occasion its operations may be impeded;
5. The intern is not necessarily entitled to a job at the conclusion of the internship; and
6. The employer and the intern understand that the intern is not entitled to wages.

PAID VS UNPAID

Primary Beneficiary Test (PBT) also informs determining if interns are paid.

7 factors associated with the PBT, some of which overlap with FLSA. Those factors that are “different” from the FLSA include:

1. The internship is tied to the intern’s formal education program by integrated coursework or the receipt of academic credit.
2. The internship accommodates the intern’s academic commitments by corresponding to the academic calendar.
3. The internship’s duration is limited to the period in which the internship provides the intern with beneficial learning.

If 7 factors are met, experience may be unpaid.

PAID VS UNPAID

- Historically, an assumption was made by many that if an intern was receiving college credit, doing so was “sufficient” compensation.
 - However, recent case law has changed the view that earning college credit is “compensation.”
 - Courts have recently stated that receiving college credit in and of itself does not establish an unpaid internship and is of ‘little importance’ in determining if interns must be paid.
- Hlavac & Easterly, 2015
- Unpaid interns should primarily receive skills that can be used in future “career,” rather than skills particular to internship site operations.
 - Unpaid interns should not substitute for “regular” workers, and organizations should not be dependent on the intern’s work.
 - Paid interns may augment existing workforce during specific periods of time.

BENEFITS, INSURANCE & LIABILITY

- In the internship is not paid, are there other benefits available?
 - Professional development, training
 - Stipend, parking, flexible scheduling
 - Brown bag lunches with executives
 - Learn industry specific software
- Presently, DSU through Human Resources, provides Workforce Safety Insurance (VSI) Vocational Training for unpaid internships
- Medical Insurance
 - Typically not provided by internship site
 - Speak to current policy provider to confirm
- Liability Insurance
 - Practices vary
 - Academic programs may require specific coverage
 - Speak to current policy provider

SUPERVISION & ONBOARDING

- Unpaid interns should receive close and constant supervision while paid interns may receive similar supervision as employees
- Academic programs may have additional supervision requirements
- Interns should know how to contact supervisor during work hours and during emergencies
- Onboarding:
 - Orient employees to expectations (e.g. hours, dress code, safety)
 - Provide handbooks, policies, and procedures


MEASURE, ASSESS & EVALUATE

- Measure
 - Start internship by creating learning goals and ways to assess outcomes
 - Career Development has examples
- Assess
 - Gauge progress throughout process
 - Provide feedback early and often
- Evaluate
 - Complete formal evaluation at mid-point and end of internship
 - Have intern complete an exit interview



QUESTIONS?



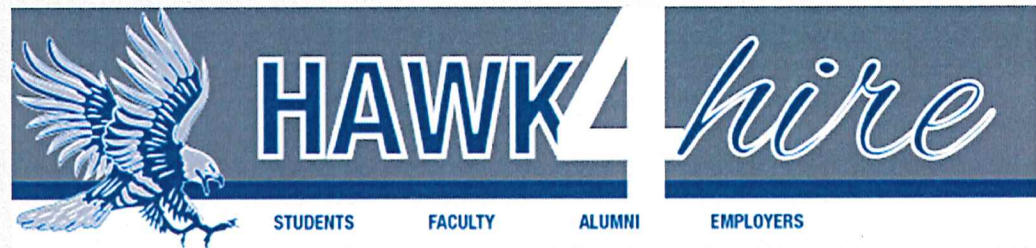


DEVELOPING INTERNSHIPS WITH DSU

MS. BENEDICT-BARBIAN

POSTING POSITIONS

- Hawk4Hire
- Flyers
- Table in Student Center
- Internship Fair



COLLABORATIONS

- Examples:
 - Learning Contracts
 - Student Evaluation
- For Credit
 - Academic Departments



QUESTIONS?





INTERNSHIP NEXT STEPS

WHAT COMES NEXT?

- Contact Career Development or the Office of the Vice President for Student Affairs & Enrollment Management for assistance
 - Career Development
 - Email: dsu.careerdev@dickinsonstate.edu
 - Phone: 701-483-2370
 - Office of the Vice President for Student Affairs & Enrollment Management
 - Email: melanie.tucker@dickinsonstate.edu
 - Phone: 701-483-2089
- Career and Internship Fair: February 23rd, 11:30- 1:00, Student Center
- Submit position descriptions, post, interview, and hire!

Employer's Guide to Internships:
Collaborating with Dickinson
State University



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Introduction

Internships provide an opportunity for individuals to gain hands-on experience, in structured environments outside of the classroom. At Dickinson State University (DSU), internships are considered an integral component of the living-learning experience students' gain when they join the Blue Hawk family. Internships at DSU are centralized within Career Development, to allow students, the campus community, and the surrounding community a liaison to navigate the development and implementation of internships.

Organizations and interns may wish to work with academic departments to provide internship opportunities for credit and/or to assist with meeting program requirements. The following information provides the foundation for establishing internships with DSU, and for DSU students. DSU Career Development is available to assist with any questions or concerns along the way.

What is an internship?

Internships are defined by the National Association of Colleges and Employers (NACE) as:

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.

A typical internship:

- Balances the intern's learning goals with the organization's needs.
- Includes intentional learning objectives, observation, reflection, supervision, and evaluation.
- May be paid or unpaid, based on the Department of Labor criteria.
- Includes opportunities for developing industry related and/or soft skills to promote academic, career, and/or personal growth.

Benefits of an Internship for Host Organizations and Students

Internships provide value to interns and host organizations. Interns gain valuable skills, while host organizations gain highly motivated, fresh perspectives to assist with targeted programs, developments, and time-limited matters. Internships sometimes become life-altering opportunities for all involved, opening doors and windows previously unseen.

Benefits to Students

- Learn directly from experienced professionals.
- Develop skills and knowledge related to field of study and professional goals.
- "Test-drive" career choices.
- Develop professional contacts.
- Gain experience in working with others, and adapting to the culture of work environments.

Benefits to the Organization

- Access to students with contemporary, special skills and knowledge.
- Opportunity to train new professionals in relevant field.
- Access to a pool of potential employees.
- Assistance with special projects and/or fresh perspectives for on-going projects.
- Opportunity to develop and enhance supervisory skills.
- Opportunity to partner with higher education by building mutually beneficial relationships.

Roles & Responsibilities of Internship Supervisors and Employers

Just like an employee, interns require and benefit from direct supervision and clearly defined expectations. While each internship site has specific requirements and expectations, the following provide general guidance to help inform the intern of expectations, processes, and procedures.

Internship Supervisors Should:

- Offer true career-related experiences that enhance academic learning.
- Link classroom learning and practical, hands-on application.
- Involve interns in making decisions and learning through hands-on experiences.
- Clearly define learning objectives and intern duties.
- Orient interns to the work site.
- Introduce interns to the organization, the employees, the physical layout, the order of responsibility, and overall expectations.
- Introduce interns to the general philosophy and procedures of operation for the organization as a whole.
- Inform interns of the rules and expectations to be followed.
- Provide ongoing feedback and conduct performance evaluations.

Site Supervisor Checklist:

- _____ Develop internship position description
- _____ Contact Career Development to post advertisement online (Hawk4Hire)
- _____ Interview & hire intern
- _____ Meet with intern to establish a "Learning Contract"
- _____ Provide for and supervise training of intern
- _____ Establish and conduct regularly scheduled supervisory meetings
- _____ Provide a site-visit experience and complete mid-term and end-of-internship evaluations (online forms)

To Pay or Not to Pay: That is the Question

Individuals seeking internships do so for myriad reasons, including but not limited to, earning an income. Entities seeking interns should determine how to create “win-win” situations for all involved, which may or may not include paying interns. Entities involved with interns need to determine if their internships meet wage-earning expectations. If so, a reasonable wage should be established. If not, other benefits, if any, should be established.

Wages

As referenced by the Fair Labor Standards Act, student interns may be unpaid, if six factors are met under the Learner Trainee criteria. These six factors include:

1. The internship is similar to training that would be given in an educational environment.
2. The internship experience is for the benefit of the student.
3. The intern does not displace regular employees.
4. The employer that provides the training derives no immediate advantage from the activities of the intern, and, on occasion, its operations may be impeded by providing the internship.
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.

If the six criteria are not met, then the intern should be paid a viable wage. If the Learner Trainee criteria are met, please consider what other benefits might be available. Examples include, but are not limited to:

- Compensation in the form of a stipend.
- Professional development and/or training sessions.
- Reimbursement for travel expenses.
- Flexible scheduling.
- Free parking.
- Future employment opportunities.
- Letter(s) of reference.

Liability Concerns

Each entity bringing on an intern will need to make a decision regarding liability concerns. Typically, if an intern is paid, employers will ask for a rider on their coverage. However, for unpaid interns, employers may choose to seek other options. Internship sites should seek guidance from their insurance providers regarding individual expectations.

Medical insurance:

Typically, internship sites are not obligated to provide medical insurance. Students, working as interns, are usually responsible for obtaining their own medical insurance.

Worker's Compensation:

Workforce Safety Insurance (WSI) Vocational Training is offered if the student is completing an unpaid internship. To qualify for coverage, DSU Human Resources will need to submit a copy of an internship agreement to the state. DSU Human Resources will work with organizations interested in WSI Vocational Training.

Professional Liability:

Depending on the nature of the internship, interns may require professional liability insurance. Internship sites and/or academic programs may stipulate this requirement. When such liability coverage is required, interns should submit a copy of their coverage to the internship site and the academic program – when required by the program.

Internship Guidelines

Any DSU student in good academic standing is eligible to participate in an internship. While this guide establishes the foundation for organizations to build internships, additional components may be required for interns to earn credit and/or meet degree requirements. Career Development is available to help organizations and students navigate program requirements.

Student Eligibility and Internship Timeframes

In general, students at DSU can complete internships for academic credit or not for-credit, be paid or unpaid, work part-time or full-time, and may complete internships during any semester.

General internship eligibility guidelines for a DSU student completing an internship include:

- Having at least a 2.00 GPA
- Completing at least 100 hours of experience.
- Gaining the internship experience over the course of at least one semester.

Writing a Position Description

The first step in hiring interns is writing a clear and realistic position description. To begin developing an internship description, consider the following questions. These questions should help determine readiness to take on an intern:

1. What is the business looking for in an intern?
2. How can an intern contribute to the organization?
3. What kind of work does the organization or department need to have completed?
4. What academic majors would best support or relate to the tasks involved?
5. What could students learn from performing these tasks?
6. Would the position require student participation for an entire academic term?
7. How many hours a week are needed?
8. Do the specific tasks need to be completed during a particular time of the year?
9. Is the work manageable for a student who is unfamiliar with the organization?
10. Does the responsibility required by the task(s) fit an undergraduate students' capabilities and maturity?
11. Does the supervisor have time to coach and counsel interns in their assignments?
12. Will interns have access, as needed, to personnel, data, and equipment necessary to complete the specific tasks?

Assuming answers to the above questions indicate a readiness for interns, the next step is to draft an internship position description. At a minimum, the following information should be included within the description:

- internship position title;
- internship activities and duties;
- educational requirements (e.g., major and year in school);
- required skills;
- requested time frame (e.g., fall, spring, summer);
- number of hours per week;
- application instructions, including who to contact and preferred method of contact, and any application deadline; and,
- any other additional information (paid or unpaid, benefits, special application procedures, etc.).

Internship applications usually require applicants to provide a resume and cover letter, references, and often, a portfolio. Organizations should determine how applicants can best submit materials, such as through an online portal, email, or US Mail.

Posting an Internship at DSU

Internships may be posted through Hawk4Hire at DSU, at any time. However, Career Development encourages hiring entities to consider the following timelines:

Timeline for Internship Postings

<i>For an Internship During:</i>	<i>Post Advertisement During</i>
Fall Semester	February- March
Spring Semester	September- October
Summer Term	February-March

Advertising Internship Opportunities

Students applying for internships use a variety of resources. For DSU students, the Hawk4Hire database is one essential resource. Students are aware that many organizations also list their internship opportunities on their own websites and are driven to explore websites of those organizations. Posting opportunities in more than one location increases the potential to attract strong candidates.

Successfully posting positions to the Hawk4Hire database requires host organizations to include application instructions and relevant deadlines. Students will apply directly to the interested organization. While Career Development is typically not involved in the application process, Career Development will assist in any way possible.

To access Hawk4Hire, go to the following link: <https://www.myinterfase.com/dickinson/employer/>

To access DSU Career Development, go to the following link: <http://dickinsonstate.edu/student-services/career-development/>

For assistance at any time with internship questions, please contact DSU Career Development at:

Phone: 701-483-2370

Email: dsu.careerdev@dickinsonstate.edu

Interviewing and Hiring Interns

Once internship positions have been posted, and applications received, completing interviews will help hiring organizations make final decisions about best-fit with interested interns. Organizations should set up the interview process in a manner that works best for them. If interviewing at the internship site does not seem like the most viable option, another option is to schedule and complete interviews on the DSU campus. DSU Hawk4Hire offers an on-campus Interviewing system to set up interview schedules and interview candidates on campus.

Once interviews are completed, it is best practice to notify those who were not selected for the placement of that decision, after the internship has been filled. Additionally, once the intern has accepted the internship offer, appropriate paperwork for human resources at the internship site, and the student's internship requirements (if/when applicable) should be completed.

Orienting and Training Interns

Internships provide opportunities for students to become part of an organization. Students benefit from and need an on-site supervisor who serves as a mentor and guide. This student-mentor relationship is at the heart of a successful internship experience. DSU recognizes the importance of this relationship and considers internship site supervisors as co-educators in experiential learning opportunities.

As the internship begins, intern supervisors and mentors should provide interns with an introduction and orientation to the organization and its activities, and to employees who will interact with the interns. It is also important to confirm any expectations at this time, so interns understand what is expected.

Supervising Interns

Interns should be supervised on an ongoing, regular basis. Interns should be made aware of how best to contact their supervisor. Part of providing supervision should also include providing regular feedback on performance, strengths, and areas for growth.

Intern Performance

If interns do not meet organizational expectations or are not fully engaging in the experience, site supervisors should discuss opportunities for improvement with the intern. If, after such dialogue, an intern does not improve performance, a decision should be made if the intern may continue in the placement or not.

Evaluating Interns

Interns should be evaluated at least twice during the internship process; once at the middle of the experience, and again at the end of the experience. For internship sites who need evaluation forms, DSU Career Development can provide templates. Students who complete internships for credit may have additional requirements regarding evaluation and/or other necessary paperwork.

Tips and Resources

A number of resources exist to assist internship sites with creating and sustaining internships.

- National Association of Colleges and Employers (NACE) at: <http://www.nacweb.org/internships>
- United States Department of Labor's Office of Disability Employment Policy at: <https://www.dol.gov/odep/pdf/inclusiveinternshipprograms.pdf>
- Fair Labor Standards Act: <https://www.dol.gov/whd/regs/compliance/whdfs71.htm>
- Society for Human Resource Management (SHRM): <https://www.shrm.org/resourcesandtools/hr-topics/talent-acquisition/pages/labor-laws-intern-employee.aspx>
- National Council of Nonprofits: <https://www.councilofnonprofits.org/tools-resources/interns-employee-or-volunteer>
- Workforce Safety Insurance: <http://www.workforcesafety.com/>
- Cooperative Education and Internship Association (CEIA): <http://www.ceiainc.org/>
- World Association of Colleges and Employers (WACE): <http://www.waceinc.org/>

Internship Wrap-Up

DSU is committed to assisting the community with enhancing existing internship opportunities, as well as developing additional internship opportunities. DSU is also committed to assisting DSU students in seeking-out internship opportunities. DSU Career Development is available to the community, campus, and students to address foundational internship needs, and will serve as a liaison to those who are seeking academic credit for internship opportunities.

Internship Learning Contract

Name _____ Address _____ City/Zip _____
Major _____ Minor _____ Student E-mail _____
Class Status (during Internship): F S J Sr Graduation Date _____ Phone _____
List other courses you will be enrolled in during this term: _____

Internship Assignment: *To be completed by on-site supervisor.*

Name of Organization: _____
Mailing Address: _____
On-Site Supervisor Name and Title: _____
Phone: _____ E-mail: _____
Internship Position: _____
Date Internship Begins: _____ Date Internship Ends: _____ Number of hours/week: _____
Intern's Duties and Responsibilities: (Attach position description, if available)
Will intern receive any financial compensation? ☐ Yes ☐ No If yes, please specify wages _____

Intern's Learning Objectives: *To be completed by student intern.*

Please identify your education and professional goals for this internship and the means for accomplishing them.

Additional expectations/ special conditions:

Academic Requirements: To be completed by faculty supervisor, when seeking academic credit.

Faculty Supervisor: _____ Department: _____

At the successful completion of this internship, _____ credit(s) will be awarded for _____

(Course Name and Number)

This course will be evaluated on a ☐ credit/no credit basis OR ☐ letter-grade (A-F) system.

In addition to the evaluation submitted by the on-site supervisor, the student's performance on this internship will be evaluated by the following:

Visitation Schedule:	Frequency during term	Purpose of Contact
Student and Faculty Supervisor	_____	_____
Student and On-Site Supervisor	_____	_____
Faculty Supervisor and On-Site Supervisor	_____	_____