Student Internship Handbook
Table of Contents

BEFORE YOUR INTERNSHIP

2. Register for an Internship Class
3. Preparations
4. Understand the Stages of an Internship

DURING YOUR INTERNSHIP

5. Be Professional
6. Network
7. Be a Team Player
8. Practice Good Communication
9. Identify and Manage Challenges
11. Ethics

ENDING YOUR INTERNSHIP

13. Leave a Good Impression
Register for an Internship Course

Internship courses help you connect your academic and career goals! Visit careers.uiowa.edu/students/reporting-credit-options for information on each internship course.

Benefits Include:
- A competitive edge with more professionalism, skills, and knowledge of your field
- Official recognition on your transcript and support during the experience
- Maintenance of student status and access to services at the Pomerantz Career Center
- Continued access to student ticket prices for athletics, performing arts, and student activities
- Prevention of student loan repayment during all internships

Internship Course Options
- 0-credit Course (Pomerantz Center Course)
- Pomerantz Career Center Academic Internship Course (CCP:1201)
- An internship course through your college or academic department - including BUS:3101

Internship Criteria
- Professional experience which relates to student's major field or area of career interest
- Comprised of at least 80% professional responsibilities
- Occupies at least one academic term (fall, spring, or summer)
- Must participate in the internship and take the course during the same semester
- Requires continuous supervision by a professional in the field (not a student)
- Internship is part or full-time (hours & length vary by course)

Student Eligibility
- Must have at least 12 semester hours of UI coursework (transfer students) or
  Must have at least 24 semester hours of UI coursework (non-transfer students)
- Minimum cumulative and UI 2.0 GPA
- Cannot be dual enrolled in multiple internship courses

How do you Register for the Pomerantz Career Center 0-credit or academic internship course?
- Access your Hireahawk.com account
- On the top, click on Career Center”, “Experiences” and then “Request an Experience”
  - International students: You must also receive authorization from the Office of
    International Students and Scholar Services. You will need to complete Ihawk and
    add your information on HireaHawk. Once an ISSS advisor has approved your
    internship in Hireahawk.com, you will receive the email in the step below.
  - Once Registration is open on MyUI and within a week of adding your internship on
    Hireahawk.com, you will receive an email for adding the internship course on MyUI if the
    experience is approved by all approvers.
  - To receive a passing grade of “R” for the Pomerantz Career Center 0-credit internship course,
    you must complete the midterm evaluation, which will be e-mailed to you.
Preparations

Visit with your Career Advisor or an Internship Course Instructor
Discuss:
- Reasonable goals for what you will accomplish and learn
- Internship course registration directions if needed
- How to use an internship to explore a career

Things to Know Before You Begin
- What time & day do you start?
- What is your schedule?
- What are your job duties?
- Who is your supervisor?
- Where is the office?
- What is the dress code?
- Where should you park, exit the bus, or walk to?

Become Familiar with the Organization
Use their website to look at:
- Mission
- Products, Services, or Programs
- Divisions and/or departments
- Awards, Employee Programs, and Focuses for Company Culture (ex. sustainability)

Set SMART Goals

Consider...
- What you want to learn
- What you will do to learn
- How you will know if you’ve achieve it

Specific Measurable Attainable Relevant Time-bound
### Understand the Stages of an Internship

<table>
<thead>
<tr>
<th>Anticipation</th>
<th>Confrontation</th>
<th>Culmination</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>4</td>
<td>5</td>
<td></td>
</tr>
</tbody>
</table>

#### Disillusionment
- Excitement & anxiety; worries about preparation or fitting in.
- Excitement wears off; disappointment about reality of professional world; discovery that world of work is very different from school.
- Face disillusionment; re-examine goals & expectations; compare job duties with learning goals to help with reality check and discuss interpersonal issues with supervisor and mentors.
- Pride in accomplishments and potential sadness at end of experience; potential guilt with wanting to accomplish more or that project may not continue without them; discuss feelings with supervisor.

#### Competence
- Morale, professionalism, and productivity increase; interns can ask for higher level tasks & feel a part of the organization.

*Stages adapted from H. Federick Sweitzer & Mary A. King’s “The Successful Internship” (2014)*
Be Professional

Paid or unpaid, remember an internship is a JOB that may start you on the path to a great career.

- **Bring your “A” game**
  - Do your best to contribute to your company’s mission every day
  - Have a “Can DO” attitude and be positive even if there is a little grunt work
  - Ask questions, take initiative, and write notes!
  - Record your daily activities in a log

- **You are on the Clock**
  - Be on time in the morning and to scheduled meetings
  - Don’t leave before the end of your work day
  - Don’t take long lunches or breaks
  - Don’t post to social media sites during work hours
  - Reserve personal calls, texts, or e-mails for lunch breaks

- **Dress the Part**
  - Unable to find the dress code? Dress as if you were interviewing on the first day
  - Learn the dress code and adapt your attire for the second day
  - If all else fails, take cues from your supervisor’s clothing

- **Mind your Manners**
  - Check out the many websites devoted to personal and workplace etiquette
  - Learn how to properly address people
  - Use “please” and “thank you”
  - Be courteous and friendly

- **Be Positive**
  - Strive to be friendly, polite, respectful, humble, flexible, and kind
  - Avoid negativity, complaints, rudeness, disrespect, arrogance, and stubbornness
  - Don’t gossip – it will come back to haunt you
Set yourself up to understand the organization & cultivate connections for future job search success!

- Learn people’s names—it’s a great way to show you care
- Attend the organization’s trainings, meet & greets, or team social events
- Request short informational meetings with colleagues out of your department
- Get out from behind your desk--invite colleagues and other interns to join you for lunch
- Ask your supervisor if there is time for a meeting to discuss your career goals or resume
- Discuss the potential for an introduction by your supervisor if there is someone you want to meet
- Inquire about company mentorship programs or if an individual would be willing to remain in contact for career questions
- Inquire about recommendations for conferences and professional organizations in the field

- Be friendly and use phone or face to face contact sometimes instead of just e-mail
- Follow up with short e-mails of thanks, any needed information, or questions when you connect with someone new at meetings, trainings, or events
- Be prepared to introduce yourself with confidence, listen closely, and then ask follow up questions to your supervisor if shadowing a meeting
- Update your LinkedIn profile and then connect with team members
Be a Team Player

Very few people work completely independently. Employers are looking for people who can function in a team.

Get to Know your Team Members

- Get to know everyone’s name, position, and something about them
- Invite people to lunch or coffee (if coffee breaks are a part of the workplace culture)

Understand Organizational Structure and Work Style

- Read all you can about your team’s mission
- Find out who is in charge of the team and in charge of the department
- Model your participation to fit the work style of the team
- Identify if you have tasks specific to you or if work is accomplished totally within the group
- Ask questions of individuals, rather than take group meeting time to get up to speed

Communication is Key

- Request a regular check-in meeting with your supervisor
- Be open and honest
- Discuss problems within your team
- Bring forth as many solutions as you do problems
- Ask questions, you are there to learn

Contribute

- Don't just sit there! Get involved in the project and do your part well
- Ask for more tasks if you do not have enough work

Be Open to Praise and Criticism

- Praise and criticism = learning
- Assume a negative comment comes from a person who wants to help you
- Ask questions for clarification
- Use those comments to become a better employee

Be a Person your Team can Count On

- Meet your deadlines
- Keep everyone informed of your progress or needs
- Step up to help other team members –you succeed together
Practice Good Communication

It is important to present yourself well in person, in writing, and online. Be polished and professional.

Interpersonal Communication

- Speak using correct grammar, an even tone, and appropriate volume
- No slang or foul language
- Quality over quantity—don’t be long-winded and don’t interrupt
- Make eye contact, smile when appropriate, and don’t slouch
- Ask clarifying questions and take notes
- Seek understanding—if you disagree with an idea, respectfully say why only after you have heard the person out

Written Communication

- Outline your document—list the points you want to get across
- Use standard formats—find samples of the company’s reports or correspondence to emulate
- Structure your writing by addressing the purpose and main points, then explain your main points, and close with a summary and actions needed
- Make your language clear, concise and direct
- Don’t rely solely on spell check—proofread your writing
- For very important documents have coworkers proof it and provide suggestions
- If your handwriting is poor, slow down and print for notes and hand-written correspondence

Online Communication

- Emails are just as important as printed material
- With emails, tone, brevity, and clarity become even more important
- Make sure the subject line is an accurate representation of the content
- Ask for training on office messaging apps such as Slack, Skype for Business, Hipchat, etc. when appropriate
- Update your privacy settings on personal social media
- Questionable or negative social media posts reflect poorly on you
- Negative posts online or comments in person will easily get back to your supervisor
Identify & Manage Workplace Challenges
I do not have enough work to do!
- Take initiative. Ask if you can propose solutions to team or organization challenges
- Be honest with your teammates and ask how you can help them
- Tell your supervisor and...
  - Reiterate your excitement to be there
  - Ask for more projects or to help another team one or two days a week
- Learn a technical skill that will help with future projects/tasks
- Ask to shadow meetings or people on other teams in order to learn more

My supervisor is giving me too much work!
- Identify the problem—is it you, your supervisor, or the work culture?
- Are you managing your time appropriately?
- Are you inefficient because you lack a specific skill?
- Do you need training in project-management techniques?
- Is it normal for people in the office to work late or on the weekends?
- Communicate with this formula
  - Reiterate your excitement to be there
  - Articulate the challenges you are experiencing
  - Propose solutions or ask for help in adapting or skill-building
  - Still too much? Contact an advisor at the Pomerantz Career Center for coaching!

How do I get along with a difficult coworker?
- Treat the person politely and kindly
- Do not gossip behind their back
- Consider what makes the relationship difficult:
  - Do you have different communication styles?
  - Did they have different expectations for a task or project?
- Ask for feedback if you sense that they think you have made a mistake
- When possible, set boundaries if they are treating you poorly
- Does it feel extreme? Track the negative behavior to discuss with the Pomerantz Career Center, your supervisor, or a human resources manager

How can I get more guidance from my supervisor?
- Supervisors won’t know your needs unless you speak up
- Politely, assertively request a short weekly or bi-weekly meeting for questions, progress, reports, and feedback
- Ensure you know the timeline, tasks, methods, and expected outcomes for projects
- Ask clarifying questions when given expectations
- Ask when is the best time of the day for questions
- Is there another colleague you should ask if you have small technical questions?
- Make sure to participate in evaluations to discuss strengths, weaknesses, and your career goals
Time to Get Serious: Ethics

According to the Markkula Center for Applied Ethics, ethics involve:

1. Well-founded standards of right and wrong that prescribe what humans ought to do.

2. The study and development of one’s own ethical standards. You may have already found yourself in situations where you had to decide what is right and wrong or where you felt pressure to behave in a certain way that you believed was contrary to your personal standards.

POSSIBLE ETHICAL DILEMMAS:

Ethical issues in the workplace usually involve money, confidentiality, honesty, or relationships.

*Interns can always contact the Pomerantz Career Center for help.
An intern working at a financial services company is feeling pressure from her supervisor to reach sales goal. She also knows she must fully inform clients about the risks of particular investments. If she prepares a graph for her supervisor that shows impressive long-term returns for a specific investment, it will help convince the client to place a great amount of money under the group’s management. Providing the client with information showing short-term losses will probably convince the client to allow a competing institution to manage his money. How can she meet her supervisor’s expectations and be honest with the clients?

**Response**

If the intern feels comfortable, she could discuss her concerns with her supervisor and present graphs for both a short-term and long-term returns. If the intern does not feel comfortable addressing her concerns with her supervisor and is continuing to feel pressure to withhold or alter information, she could seek guidance from the human resources official who helped in the hiring. There may be an organizational ombudsperson who the intern could talk with. All organizations should have a written ethics policy which should be provided to new employees during orientation. The policy should guide interactions with clients and require fairness, honesty and accurate information.

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An intern works at a for-profit organization and accepted a position without pay because he was told by his prospective supervisor that the position met all of the requirements of a legal internship which exempted the company from paying interns. After two weeks, the intern realizes that he was chosen to replace a full-time employee and the firm should provide compensation. The intern needs the experience and a good recommendation from his supervisor, but knows he’s being used. How can the intern resolve the situation?

**Response**

The intern’s options include: a) doing nothing, remaining in the internship to gain experience and hopefully a positive recommendation b) advocating for himself with the supervisor or human resources c) bringing legal action against the employer. During a scheduled meeting with his supervisor, the intern could indicate that he feels he’s performing similar duties as regular employees and ask for clarification about compensation. The intern could also contact the Pomerantz Career Center and ask an advisor to check with the human resources office to discuss the issue.
Leave a Good Impression

Leave on a High Note

Set Teammates up for Success
- Provide a status update on any unfinished projects
- Tell them where to find all documents or materials

Ask for Feedback
- Set up a review meeting with your supervisor
- Share a report of your accomplishments, projects, & learning
- Discuss any evaluations for the company or for an internship course
- Ask directly what they think you should work on for future internships

After Internship

Share your Gratitude
- Write a letter of thanks including a salutation, body, and closing
- Include what you learned about the profession
- Include what you learned about yourself as a professional

Update your Search Materials
- Add your internship to your resume
- Put any high quality projects or documents in a portfolio of work samples
- Update your LinkedIn profile with the experience
- Did you do really well? Ask for a recommendation on LinkedIn
- Get feedback on your updates—ask your supervisor and the Career Center to review your resume!

Continue to Network
- Connect with colleagues on LinkedIn and follow the company
- Give the organization some love on social media—like them on Facebook or Twitter
- Share about the experience in your student groups--is there any opportunity to present or be on a panel?
- Loved your internship? E-mail your boss 6 months later with an update & reiterate your interest in hearing about full-time opportunities with the organization
- Didn’t like it? Meet with an advisor at the Pomerantz Career Center to talk about next steps