



THE TROJAN INTERNSHIP PLAYBOOK

A GUIDE TO SUCCESSFULLY RECRUITING
UA LITTLE ROCK STUDENTS



UNIVERSITY CAREER SERVICES

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UNDERGRADUATE PROGRAMS

Our undergraduate programs of study are grouped into three academic colleges.

COLLEGE OF BUSINESS, HEALTH, AND HUMAN SERVICES

Accounting(BBA)
American SignLanguage Studies(AS)
Business Analytics (BBA) (CP)
Business Information Systems (BBA)
Communication Science and Disorders (AC)
Communication Sciences and Disorders/ Speech Language Pathology (BS)
Criminal Justice (BA)
Economics (BBA)
Finance (BBA)
Health Education/Promotion (BS)
Innovation and Entrepreneurship (CP) International Business (BBA)
Interpretation: American Sign Language/English (BA)
K-12 Health and Physical Education (BS)
Law Enforcement (AS)
Management (BBA)
Management
Human Resource Management
Innovation and Entrepreneurship
Management (CP)
Marketing (BBA)
General Marketing
Advertising/Public Relations
Professional Selling
Nursing Completion Program (BSN)
Nursing (AAS)
Professional Sales (CP)
Professional Studies (BPS)
Construction
Information Assurance
Social Work (BSW)

COLLEGE OF HUMANITIES, ARTS, SOCIAL SCIENCES, AND EDUCATION

Anthropology (BA)
Applied Design (CP)
Applied Communication Studies (BA)
Applied Science (BAS)
Art (BA)
Art Education
Art History
Studio Art
Art (BFA)
Digital Arts (CP)
Elementary Education (BSE)
English (BA)
Creative Writing
Education
English
General Education (AA)
Graphic Design (TC)
History (BA)
History
Education Track: Social Sciences
Interdisciplinary Studies (BA)
Mass Communication (BA)
Journalism
Mass Media
Media Production and Design
Strategic Communication
Middle Level Education (BSE)
Language Arts
Math
Science
Social Studies

Music (BA)
Music
Music History
Music Theory
Music Education (BM)
Nonprofit Leadership Studies (CP)
Philosophy (BA)
Photography (CP)
Political Science (BA)
Political Science
Educational Licensure
Professional and Technical Writing (BA)
Psychology (BA)
Sociology (BA)
Special Education (BSE)
Theatre Arts (BA)
World Languages (BA)
Spanish
Workplace Spanish (CP)

Advanced Software Development (TC)
Biology (BS)
Clinical Biology
General Biology
Ecology and Organismal Biology
Molecular Biotechnology
Secondary Education
Chemical Technician (CP)
Chemistry (BA) (BS)
Civil and Construction Engineering (BS)
Computer Science (AS) (BS) (CP)
GAME Option
Construction Management (BS)
Construction Science (AS)
Construction Science Level I (CP)
Construction Science Level II (CP)
Cybersecurity (BS)
Advanced Cybersecurity (TC)
Cybersecurity Fundamentals (CP)
Electrical and Computer Engineering (BS)
Electronics and Computer Engineering Technology (AET)(BS)
Engineering Technology (Mechanical) (BS)
Geology (BS)
Environmental Geology
Information Science (BS)
Mathematics (BA) (BS)
Secondary Education
Mechanical Engineering (BS)
Mechanical Engineering Technology (AET)
Physics (BA) (BS)
Web Design and Development (BA)

Learn about our degree programs, future careers, and potential employers!



GRADUATE PROGRAMS

The graduate school has a separate application process for its programs. In this academic college, you need to earn at least a bachelor's degree before you can start classes.

Applied Communication Studies (MA)
Applied Sciences (MS, PhD)
PhD concentrations: Physics, Biosciences, Chemistry, and Computational Science
Applied Statistics (GC)
Art (MA)
Audiology (AUD)
Bioinformatics (MS, PhD)
Biology (MA, MS)
Business (GC)
Business Administration (MBA)
Business Analytics (GC)
Business and Professional Writing (GC)
Business Information Systems (GC, MS)
Chemistry (MA, MS)
Communication Sciences and Disorders (PhD)
Computer Science (MS)

Computer and Information Science (PhD)
PhD concentrations: Computer Science, Net-Integrated Computer, Information Quality, and Information Science
Conflict Mediation (GC)
Counselor Education (MEd)
Criminal Justice (MA, MS, PhD)
Curriculum & Instruction (MEd)
Data Science (GC)
Dyslexia Therapist (GC)
Education (GC, MEd)
MEd Concentrations 7-12; K-12, Middle Level Education, Special Education
Engineering Science & Systems (PhD)
PhD concentrations: Electrical and Computer Engineering, Mechanical and Materials Engineering, Systems Engineering, and Telecommunications/Networking Engineering

Exercise Science (MS)
Gerontology (GC)
Gifted, Creative, and Talented Education (MEd)
Health Education/Promotion (MS)
Human Resources and Organizational Psychology (GC)
Information Quality (GC, MS)
Information Science (MS)
Learning Systems Technology (GC, MEd)
Management (GC)
Mass Communication (MA)
Mathematical Sciences (MS)
National Cyber Teaching Academy Certification (GC)
Nonprofit Management (GC)
Online Writing Instruction (GC)
Orientation & Mobility of the Blind (GC)

Professional and Technical Writing (MA)
Public Administration (MPA)
Public History (MA)
Public Service (MPS)
Reading (MEd, PhD)
Reading/Literacy Coach (GC)
Rehabilitation Counseling (MA)
Rehabilitation of the Blind (MA)
Social Work (MSW)
Special Education K-12 (GC)
Speech Pathology (MS)
Sport Management (MS)

Admission to the William H. Bowen School of Law and the Clinton School of Public Service are handled by those institutions, respectively.

DEGREE AWARDS GUIDE

UA Little Rock offers a number of programs that lead to professional licensure or certification. Visit ualr.edu/consumerinfo/licensure for more information.

UNDERGRADUATE

AA: Associate of Arts
AAS: Associate of Applied Science
ACS: Associate of Computer Science
AET: Associate of Engineering Technology
AS: Associate of Science
BA: Bachelor of Arts
BAS: Bachelor of Applied Science

BBA: Bachelor of Business Administration
BFA: Bachelor of Fine Arts
BM: Bachelor of Music
BPS: Bachelor of Professional Studies
BSN: Bachelor of Science in Nursing
BSW: Bachelor of Science in Social Work
CP: Certificate of Proficiency
TC: Technical Certificate

GRADUATE

EdD: Doctor of Education
EdS: Educational Specialist
GC: Graduate Certificate
JD: Juris Doctor
MA: Master of Arts
MBA: Master of Business Administration
MEd: Master of Education

MPA: Master of Public Administration
MPS: Master of Public Service
MS: Master of Science
MSW: Master of Social Work
PhD: Doctor of Philosophy



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DEGREE
PROGRAMS

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STUDENT
ORGANIZATIONS

LULAC

LATINO
DESTINATION
CAMPUS

56

COUNTRIES
REPRESENTED

12:1
STUDENT TO
FACULTY RATIO

45%
MINORITIES

62%
FEMALE

8,899 STUDENTS
MEDIUM-SIZED CAMPUS

71% OF STUDENTS RECEIVE
FINANCIAL AID EACH YEAR

67% ADULT LEARNERS
21-49 years

15 NCAA DIVISION I
ATHLETIC TEAMS

**UA LITTLE
ROCK**



Guide to Handshake

HOW TO CREATE YOUR EMPLOYER ACCOUNT

CHOOSE ACCOUNT

Visit ualr.joinhandshake.com and select "Need an Account?" in the top right corner of the page. Select **Employer** for the type of account you'd like to create.

INPUT INFORMATION

After selecting "**Employer**," submit the requested information. Your email address and password will serve as your log-in credentials for the system.

ACTIVATE ACCOUNT

The system will ask if you are a Third Party Recruiter. Select either "**Yes, I am**" or "**No, I am not**." You will receive a confirmation email to activate your account. Follow the numbered timeline on the bottom of the browser to continue the registration process.

CREATE COMPANY PROFILE

If you are creating a new company profile, you will need to enter your name, website, and company email address. Once this information is filled out, choose "**Create Company Profile**." Once you create a Company Profile, select "**Create New Employer**."

POST JOBS & REGISTER FOR EVENTS

After successfully creating your account, or linking your email address with an existing company, you will now have the option to post jobs, request on-campus interviews, and register for upcoming events.

EMAIL CONFIRMATION

Once your account has been approved, you will receive an email confirming your connection to the University.

NAVIGATE OPTIONS

Use the left-hand toolbar to navigate the options at the UA Little Rock, such as **Events, Interviews, Fairs, and Job Postings**.

HOW TO CREATE JOB POSTINGS

NAVIGATE TO JOB POSTINGS

Visit ualr.joinhandshake.com and use the left-hand toolbar to navigate to Job Postings.

CREATE JOB

Select **Create Job**. Be prepared to enter details such as how to apply, the job description, the location, the pay, required documents, etc.

SET PREFERENCES & START/CLOSE DATES

Input preferences such as graduation year, minimum GPA, major requirement, etc. Select start dates and close dates for the application.

PREVIEW

Preview the full posting before saving. The university must approve the job(s) before it is posted.

Visit the links below to learn how to:

- [Add a School to Your Handshake Favorites](#)
- [Follow a School on Handshake](#)



EMPLOYER APPROVAL PROCESS AND ELIGIBILITY

To be eligible to be an approved employer for University Career Services at UA Little Rock on Handshake, an employer must complete all required sections of the Employer profile on Handshake. This includes but is not limited to:

- Full name and job title of the contact person with a valid work email address
- A valid business address. This may be a PO Box; additional clarification may be needed if a PO Box is provided. Residential addresses are not permitted.
- A valid business website with a matching email domain for staff
- A valid business telephone number
- A valid business LinkedIn address (not a personal account)
- A concise and clear “About” section



JOB AND INTERNSHIP REVIEW PROCESS

Jobs are reviewed and approved/declined based on information provided by the employer contact in the posting. To be approved, a posting must:

- Be an internship or full-time career, part-time, seasonal, or temporary work opportunity.
- Have a clear and concise job title. Job titles with extra information may be declined and sent back for editing by the employer contact.
- Postings should be for a single job title. Information for more than one job may be declined and sent back for editing by the employer contact.
- Require or prefer a college student/graduate for the role.
- Be a paid job or internship opportunity. Exceptions may be allowed for internship postings for non-profit and government entities.
- Offer a minimum guaranteed salary or indicate a clear commission structure. Positions for independent contractors, supported by personal fundraising, or requiring upfront costs are not permitted.
- Internship opportunities cannot guarantee academic credit. At UA Little Rock, only colleges may approve an internship for credit. Students should speak with their academic advisor before accepting an internship to determine if it will count for academic credit.

Staffing Agencies and Third-Party Recruiters are permitted to post internal roles on behalf of their own company; however, postings on behalf of clients will be declined, and the agency's employer account is subject to removal.

Multi-Level Marketing Organizations are permitted if they are not identified as a pyramid scheme. The Federal Trade Commission states, "If the MLM is not a pyramid scheme, it will pay you based on your sales to retail customers, without recruiting new distributors." Additionally, UA Little Rock requires all job and internship postings to offer a minimum guaranteed salary or indicate a clear commission structure. These rules are applied universally across all jobs or internships our office reviews.

WHAT ELSE CAN YOU DO WITH HANDSHAKE?

- Register for career fairs
- Promote information sessions
- Message students directly
- Create interview schedules
- Filter applicants beyond GPA and major
- Post positions at multiple universities

63%

of UA Little Rock's student population has a public profile on Handshake.

"We recruit college students from across the country for our Data Analytics internships... [UA Little Rock students] have hands-on experience with technologies and tools, they have executed many projects in group settings, and they have been exposed to a diverse curriculum with real-world use cases to prepare them for the workforce." - Chris Hill, IT/Technology Leader, Windstream Communications



HOW TO REGISTER FOR CAREER FAIRS

NAVIGATE TO JOB POSTINGS

Visit ualr.joinhandshake.com and use the left-hand toolbar to navigate to **Fairs**.

SET FILTERS

Select **Filter by School**, then select a specific event.

COMPLETE REGISTRATION

Select **Register**. Note that each event will require different information. Registrations must be approved by the university.

Spring Fairs at UA Little Rock

- All Careers Fair (Virtual)
- STEM Career Fair (In person)
- Internship Market (In person)
- School of Business Career Fair (In person)

Fall Fairs at UA Little Rock

- All Careers Fair (Virtual)
- STEM Career Fair (In person)
- Internship Market (In person)
- Little Rock Business Career Fair with Walton College (In person)
- School of Business Career Fair (In person)
- Meet the Firms (In person)



Partnerships

GET INVOLVED ON UA LITTLE ROCK'S CAMPUS

- **Sign Up for an On-Campus Employer Event** - You don't have to wait for a job fair to come to UA Little Rock. We welcome and host employers on campus year-round! Whether it's an informational presentation or table, on-campus interviews, or a career services workshop, we will gladly host your company or organization free of charge.
- **Donate to the Trojan Career Closet** - Do a professional clothing drive to assist employees in recycling gently used professional clothes for UA Little Rock students. The Career Closet is located on the first floor of the Reynolds Business Building at the corner of 28th and S. University.
- **Sign Up for Industry Insights** - Industry Insights are virtual employer information sessions. These sessions include an inside view of working for a company. This is an opportunity for your company to highlight any special programs you offer to recent graduates—internships, fellowships, and managers-in-training programs—what your day-to-day is like, dress code, starting pay, inclusion and employee resources groups, and professional development. This is also a great time to brag on your company's unique benefits: advancement opportunities, pet insurance, discretionary/flexible paid time off policy, annual travel stipends, etc.
- **Bring Students to You** - Host networking and career fairs in collaboration with UA Little Rock to bring students on site. These "University Nights" offer students a chance to connect with current employees and alumni and gain an understanding of company culture.

Read about our
event with Apptegy!





EMPLOYER RECRUITING POLICIES - EVENT PLANNING

- **Expectations:** University Career Services is happy to work with employers to host recruiting and professional development events at UA Little Rock. Suppose an employer wants to host an event on campus. In that case, we expect 10 – 12 business days advance notice so our staff can reserve space on campus and adequately market the event to students. Some events may take more advance notice to coordinate, specifically off-campus site visits. To cancel any planned on-campus event, please provide at least 3 business days notice. If there are questions, please reach out to our staff.
- **Alcohol Policy:** As a National Association of Colleges and Employers (NACE) member, UA Little Rock abides by the NACE Principles for Ethical Professional Practice. This ethics document serves as the framework and foundation for practices within the career planning and recruitment processes. The Principles for Ethical Professional Practice states, “Serving alcohol should not be a part of the recruitment process on or off campus. This includes receptions, dinners, company tours, etc.” As such, UA Little Rock adheres to said policy by expecting recruiting events and interviews to be alcohol-free.

EMPLOYER RECRUITING POLICIES - POSTING JOBS

University Career Services strives to serve both students and employers, and we work to find the best solution possible for employer recruiting needs. Experience shows that the best employment decisions for both students and employers are made without pressure and with the greatest amount of information. Students given sufficient time to attend career fairs, participate in on-campus interviews, and/or complete the interviewing in which they are currently engaged are more likely to make long-term employment decisions and may be less likely to renege on job acceptances. We want you to hire the best candidates for your organization, and we want each of our students to obtain the best opportunity for them.

We ask employers to refrain from presenting exploding offers, which exert undue pressure on students by requiring a decision within unreasonable time limits (less than three weeks) or time-sensitive penalties. For these reasons and to maintain consistency with peer institutions, our job offer policy for organizations participating in campus recruitment is as follows:

Fall Recruiting:

- The decision date is November 1 or a minimum of three weeks (whichever is later).

Spring Recruiting:

- The decision date is March 1 or a minimum of three weeks (whichever is later).

Providing ample time for students to consider offers also reflects positively upon your corporate culture, giving students the confidence that they will ultimately be treated well as employees. We understand certain industries require an accelerated timeline; however, we encourage employers to give students ample time to evaluate their options and commit to a decision that will serve them best.

ETHICAL PROFESSIONAL PRACTICES AND NONDISCRIMINATION EXPECTATIONS

- UA Little Rock requires all employers to abide by the National Association for Colleges and Employers (NACE) Principles for Ethical Professional Practice during any recruitment event and throughout the recruitment process. UA Little Rock expects employers to abide by a nondiscrimination mindset, and it is the expectation of University Career Services that each person shall be considered solely on the basis of qualifications, without regard to race, color, gender, sex, religion, national origin, age, disabilities, sexual orientation, or veteran status.

All employers must comply with the nondiscrimination requirements of all local, state, and federal laws and NACE guidelines.

- [Wages and Fair Labor Standards Act](#)
- [Fact Sheet #71: Internship Programs Under the Fair Labor Standards Act](#)
- [The Age Discrimination in Employment Act](#)
- [The Americans with Disabilities Act](#)
- [U.S. Equal Employment Opportunity Commission](#)
- [Title VII of the Civil Rights Act of 1964](#)
- [NACE Principles for Ethical Professional Practice](#)
- [NACE Seven Criteria for Internships – Position Statement: U.S. Internships](#)





Right to Refuse or Terminate Participation:

University Career Services reserves the right to refuse or terminate employer participation in UA Little Rock recruiting activities for any of the following reasons:

- Complaints by or harassment of students, alumni, faculty, or staff
- Violation of University Career Services policies, UA Little Rock policies, NACE guidelines, or local, state, and federal laws
- Misrepresentation or fraud
- Repeatedly posting positions that do not meet UA Little Rock job posting requirements
- Repeatedly canceling on-campus recruiting activities such as info sessions, coffee chats, lunch 'n' learns, etc., without sufficient notice (3 business days)

Disclaimer: Registering for an account and submitting a job posting does not guarantee your account or posting will be approved. We carefully screen all employers, jobs, and internship postings to confirm they meet our recruitment policies and to protect our students from employment and internship scams. Before posting, please take the time to review our recruitment policies. UA Little Rock makes no representations or guarantees regarding any individual applicant's eligibility or competence for employment. It is the responsibility of the employer to interview, check requirements and references, or perform background checks on any individual hired. Employers shall collect any needed information, ensure compliance with state and federal tax laws, and provide any needed insurance. If you have questions, please contact Brittany Straw, University Career Services Director, at bstraw@ualr.edu.

Intern Investment

WHY HIRE INTERNS?

- **Fresh perspectives and innovative ideas:** Interns often bring new perspectives and ideas to the table. They may have knowledge of the latest technologies and trends, and their fresh thinking can contribute to creative problem-solving and drive innovation within the company.
- **Insight on potential hires:** Hiring interns provides your company the ability to assess the interns' work ethic, team collaboration, and technical skills before you commit to hiring on a full-time basis.
- **Loyalty:** Internships create a sense of loyalty when the intern is ready to decide on their next career opportunity.
- **Cost-effective talent acquisition:** Internship programs are typically shorter in duration and may come with lower salary expectations compared to full-time employees. This allows companies to work with skilled individuals while managing their budgets effectively.
- **Pipeline for future talent:** Internship programs can serve as a talent pipeline for future recruitment needs. By providing interns with positive experience and valuable training, companies have the opportunity to identify and nurture top-performing individuals who may be a good fit for full-time positions later on. This saves time and resources in the hiring process.





- **Authentic perspectives and inclusion:** Interns bring variety to the workplace, both in terms of backgrounds and perspectives. By incorporating interns from different educational institutions, cultural backgrounds, and disciplines, companies can foster a more inclusive work environment that values authenticity and promotes a range of perspectives.
- **Employer branding and reputation:** Offering internship opportunities can enhance a company's reputation and employer branding. Organizations that invest in the growth and development of young professionals are often seen as attractive employers, appealing to top talent seeking meaningful learning experiences and opportunities for career advancement.
- **Increased productivity and resource allocation:** Interns can contribute to increased productivity by taking on tasks that free up time for experienced employees to focus on higher-level projects. They can assist with research, data analysis, administrative work, and other operational tasks.
- **Skills development and mentoring opportunities:** Hiring interns provides an opportunity for experienced employees to mentor and develop their leadership skills. Mentoring interns can enhance the professional growth of existing employees as they guide and support the development of the interns' skills and knowledge.

"[UA Little Rock] interns have been a great success for our organization. Their fresh perspectives and ideas, reliability, and willingness to learn and take on new challenges make them valuable team members. We look forward to working with [UA Little Rock] to bring on more talented and dedicated interns." - Ashley Jones, Director of Operations, The Venture Center

COST OF TRAINING AND ONBOARDING

- According to the Society for Human Resource Management, hiring employees is costly. The average cost per hire is around \$5,000. Hiring an intern could alleviate the cost considerably. With interns already set up in business systems, it allows for an easy transition to full-time employee.
- Leveraging tools such as Handshake, social media, and career fairs are ways to promote and attract intern talent. Advertising your internship program and openings in the social media world is also a low-cost way to promote your company.

Average Cost Per Hire: \$5,000



MENTORSHIP

Mentoring an intern at your company can be an enriching experience for both the intern and yourself. Here are several compelling reasons why you should consider becoming a mentor:

- **Share your expertise:** Mentoring allows you to share your knowledge and expertise with someone who is just starting their career. By mentoring an intern, you can share valuable insights and lessons that you have learned throughout your professional journey. This not only benefits the intern, but it also helps you solidify your own understanding and expertise.
- **Foster professional growth:** Mentoring is a two-way street. While you guide and support the intern, you also gain a fresh perspective and new ideas. Engaging with an intern can challenge you to think differently, solve problems in innovative ways, and stay up-to-date with the latest trends and technologies. It's an excellent chance to enhance your own professional growth and development.
- **Build leadership skills:** Mentoring an intern allows you to refine your leadership and management skills. You will have the opportunity to provide guidance, offer constructive feedback, and help the intern navigate their professional journey. These experiences can strengthen your ability to lead and inspire others, which is an invaluable skill in any workplace.
- **Expand your network:** Mentoring an intern introduces you to a young professional with the potential to become a valuable connection in the future. As the intern progresses in their career, they may bring new perspectives and opportunities or even become a future colleague or collaborator. Building strong professional relationships can benefit both parties in the long run.
- **Make a lasting impact:** By mentoring an intern, you have the chance to make a significant and lasting impact on someone's professional life. Your guidance and support can shape their career trajectory, boost their confidence, and equip them with essential skills and knowledge. The impact you make as a mentor can extend far beyond the internship period and can contribute to the intern's long-term success.
- **Enhance company culture:** Mentoring an intern demonstrates your company's commitment to fostering a supportive and nurturing work environment. It sets a positive example for other employees and helps create a culture of learning, growth, and collaboration. When employees see that their organization invests in their development, it boosts morale and engagement.

WHO MAKES A GOOD MENTOR?

When considering who would make a great mentor for an intern at your company, it's essential to look for individuals who possess certain qualities and characteristics. Here are some traits to consider when selecting a mentor:

- **Experience and expertise:** An effective mentor should have relevant experience and expertise. Look for individuals who have a strong track record of success and are knowledgeable about the industry. They should be able to provide valuable insights and guidance based on their own experiences.
- **Good communication skills:** Communication is critical in any mentoring relationship. A great mentor should be an excellent listener who can understand the intern's needs, concerns, and goals. They should be able to convey information clearly, provide constructive feedback, and offer guidance in a way that the intern easily understands.
- **Patience and empathy:** Interns often come into the workplace with limited experience, and it's essential for a mentor to be patient and understanding. A great mentor should empathize with the intern's challenges, be supportive during their learning process, and provide guidance in a kind and compassionate manner.
- **Strong interpersonal skills:** A mentor should be approachable, friendly, and easy to communicate with.
- **Open-minded:** Look for individuals who are willing to listen and are genuinely interested in helping others succeed. Building rapport and establishing a comfortable relationship with the intern is crucial for a successful mentoring experience.
- **Leadership and guidance:** A mentor should be able to provide effective leadership and guidance to the intern. They should be able to set clear expectations, offer constructive feedback, and help the intern set and achieve meaningful goals. A great mentor acts as a role model and helps the intern develop critical professional skills.
- **Availability and commitment:** It's important for a mentor to have the time and availability to dedicate to the mentoring relationship. Look for individuals who are willing to invest their time and are committed to supporting the intern's growth and development. A mentor should be accessible and responsive to the intern's questions and concerns.

WHAT ARE THE EXPECTATIONS OF AN INTERN?

When mentoring an intern, there are several things you can expect from them. However, it's important to remember that interns are typically in a learning phase and may require guidance and support to meet these expectations. Here are some common expectations you can have:

- **Commitment and enthusiasm:** Expect the intern to be committed to their role and enthusiastic about the opportunity to learn and contribute. They should show interest in their assigned work and demonstrate a positive attitude.
- **Willingness to learn and take feedback:** Interns are seeking valuable learning experiences, so expect them to be eager to learn new skills and absorb knowledge about the industry. They should be open to receiving feedback, actively seeking guidance, and be willing to implement suggestions.
- **Responsibility and accountability:** Interns should take ownership of their assigned tasks and projects. Expect them to complete their work diligently, meet deadlines, and communicate any challenges. They should be accountable for their actions and demonstrate reliability and professionalism.
- **Curiosity and initiative:** Encourage interns to be curious and take the initiative in their work. Expect them to ask questions, seek additional responsibilities when appropriate, and contribute ideas or suggestions. A proactive approach demonstrates a genuine interest in their professional growth.
- **Effective communication skills:** Expect interns to communicate effectively, both verbally and in writing. They should be able to articulate their thoughts, actively listen, and ask for clarification when needed. Clear and professional communication is essential for their interactions with you, fellow team members, and other stakeholders.
- **Adaptability and flexibility:** Interns may encounter new challenges and tasks outside their comfort zone. Expect them to demonstrate adaptability, willingness to learn new skills, and flexibility in adjusting to changing circumstances. The ability to handle unexpected situations with resilience is a valuable quality.
- **Professionalism and ethics:** Expect interns to conduct themselves professionally and adhere to company policies and ethical standards. This includes maintaining confidentiality, respecting colleagues and stakeholders, and demonstrating integrity in their work.

Interns may have different levels of experience and skills, so it's essential to provide them with appropriate guidance and support to help them meet these expectations. As a mentor, your role is to guide, inspire, and facilitate their professional growth.

ONBOARDING AND OFFBOARDING

Onboarding an intern is crucial to ensuring a smooth transition into their role and helping them feel welcomed and prepared to contribute effectively, while offboarding allows both companies and interns to reflect on their experience. Here are opportunities to consider:

- **Pre-arrival preparation:** Before the intern's first day, share with them important details such as the start date, time, and location. Provide them with any necessary paperwork or documents to complete, such as employment contracts or confidentiality agreements. Also, ensure that their workspace and necessary equipment are ready.
- **Orientation and training:** Provide a comprehensive orientation to familiarize the intern with the company's policies, procedures, and systems. Cover topics such as workplace safety, dress code, timekeeping, and any specific guidelines relevant to their role. Additionally, offer training sessions or resources to equip them with the necessary skills and knowledge to perform their tasks effectively.
- **Job responsibilities and goals:** Clearly define the intern's job responsibilities and expectations. Discuss their specific tasks, projects, and deadlines. Set achievable goals that align with their learning objectives and the company's needs. Regularly communicate and provide feedback to ensure they understand their role and have a clear sense of direction.





- **Collaboration and networking:** Encourage the intern to interact with colleagues and facilitate introductions to team members or relevant stakeholders. Arrange opportunities for them to shadow or work collaboratively with different departments to gain a broader understanding of the company's operations. Foster a supportive, inclusive environment that encourages questions, dialogue, and teamwork.
- **Ongoing support and feedback:** Provide ongoing support to the intern throughout their internship. Assign them a mentor or supervisor who can offer guidance, answer questions, and provide regular feedback on their performance. Schedule regular check-ins to address any concerns, track progress, and provide constructive feedback to help them grow professionally.
- **Professional development opportunities:** Encourage the intern to participate in professional development activities, such as attending workshops, training sessions, or industry events. Provide access to relevant resources, such as online courses or industry publications, to enhance their skills and knowledge.
- **Wrap-up and evaluation:** Towards the end of the internship, conduct a wrap-up meeting to review the intern's accomplishments, discuss their overall experience, and provide constructive feedback. Offer guidance on potential next steps, such as providing references or sharing insights on career paths. Express gratitude for their contributions and make them feel valued as part of the team.

Remember, every intern is unique, so tailoring the onboarding and offboarding process to their specific needs and goals is essential. Be flexible, approachable, and supportive throughout the internship to ensure a positive and valuable experience for both the intern and your company.

Next Steps

POST

Post the position on Handshake. Begin by creating an account if your organization doesn't have one.



EMAIL

Let the Director of University Career Services and other relevant employees know that the posting is up, and they will promote it across campus.



ATTEND

Register for and attend a career fair or event to promote the opportunity.



EXPAND

Connect with student organizations, begin mentoring students, hold an info session, host a company visit, or become a corporate partner to increase your brand presence on campus.



Sample Job Posting

Job Summary:

The Writing and Content intern in University Communications and Marketing works closely with the news director and content team to advance department goals in telling relevant campus news to the university community and the media.

Duties & Responsibilities:

- Collaborates with the university marketing and communications team to write content that showcases University of Arkansas at Little Rock
- Identifies real time opportunities to connect relevant cultural trends, current news and online conversations with the people/work/stories of the university and create engaging content that draws our audience into those connections
- Assists with media relations team to develop content for pitches (might include video)
- Employs best practices when writing for the print or the web

Minimum Requirements:

- Pursuing a bachelor's degree from a regionally accredited institution in a related field of study
- Familiarity with AP style and the appropriate style when writing for the web
- Possess excellent organizational and communication skills (both oral and written)

Preferred Qualifications:

- Possess thoughtful, creative and strategic thinking, and problem-solving skills
- Ability to think, reason, and make sound judgment on how responsibilities are completed in compliance with college standards
- Ability to work under pressure and set priorities within a fast-paced environment
- Ability to travel to various campus locations as needed

ADDITIONAL RESOURCES:

- [Job Posting - Writing Intern \(.docx\)](#)
- [Job Flyer - Windstream \(.pdf\)](#)

Meet the Staff



Brittany Straw
Director of
University Career Services



Michelle Marshall
Career Specialist



Oscar Ogedegbe
Graduate Assistant



UNIVERSITY CAREER SERVICES

A special thanks to the team at Windstream for their assistance in creating the Trojan Internship Playbook.

Photos: Benjamin Krain/UA Little Rock

