

# Internship Tool Kit

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## Introduction

There are numerous benefits to beginning an internship program: It enables employers to find future employees; test-drive talent; increase productivity and employee retention rate; and revitalize an organization with fresh perspectives and specialized skill sets.

Furthermore, internship programs are not just for federal, state, and local government agencies. Small- and medium-sized businesses can benefit as much, if not more, from the up-to-date knowledge, boundless motivation, and extra sets of hands...whether it's one intern or a team of 10. Here are 8 great "quick" benefits of starting an internship program:

- Find future employees
- Test-drive the talent
- Increase productivity
- Increase employee-retention rate
- Enhance perspective
- Give back to the community
- Support Students

## About This Program

*Internship Took Kit* is a ready-made program that creates an internship blueprint to help an agency or university department start an internship program.

Now that you have made the decision to start an internship program, you can easily put that action plan into place following a few simple steps.

Feel free to use your own internal company policies and forms, or you can find a host of forms and sample resources in the appendix at your disposal. Edit these forms as you desire and you are on your way.

Our intention is to present a timesaving, turnkey solution that frees you from the stress of worrying about *what* to include or *how* to basic components.

With that said, let's get started! Continue on to put your internship program into place—section by section, step by step...

## Section 1: Identifying Organizational Goals & Project Needs

### Steps:

#### 1. List organizational goals

*(Appendix pg. 11)*

#### 2. Create a list of potential responsibilities and projects

Pick tasks and projects that are beneficial to your operations, but also provide challenging educational experiences for students.

*(Appendix pg. 12)*

It can be very rewarding to recruit an intern with a particular major into a matching department and see that intern succeed in their projects. For example, a marketing intern in the marketing department completing excellent marketing projects.

#### 3. List possible learning exercises

Learning exercises involve taking along an intern to observe a meeting or participate in a networking opportunity, teaching an intern a new skill, or providing training in how to complete a project.

*(Appendix pg. 13)*

Examples activities you can pursue with an intern can involve:

- ✓ Inviting an intern to observe an internal meeting
- ✓ Teaching an intern how to prepare a budget, report, or plan
- ✓ Training an intern in how to use a piece of equipment or software
- ✓ Helping an intern use their PowerPoint skills to create a company presentation
- ✓ Role-playing with an intern how to make client follow-up calls, or solve an organizational challenge.
- ✓ Research
- ✓ Any other workplace tasked designed to achieve an agency or company goal, initiative, or typical daily task.

## Section 2: Creating the Intern Information Packet

The Intern Information Packet is a helpful resource for your internship program. And this section will take you step by step through creating this resource. Use existing company forms and knowledge or take advantage of our template examples and be up and running in no time!

### Steps:

#### 1. Include an Agency or Company Profile sheet

Studies have shown that interns who are familiarized early on with their host organizations are more productive sooner than those who are not as well orientated.

Pull information from sources already likely in existence – a agency/company brochure, an agency or company website, profile, etc. and you are on your way.

#### 2. Include a Position Profile / Intern Job description sheet

Similar to a job description, the position profile sheet will have an overview of the intern's roles and responsibilities.

#### 3. Include Agency Policies

Share your standard company policies. Include any intern specific policies you may have.

#### 4. Discuss Intern Etiquette

Your interns may be new to the workforce, or agency or business, and it may benefit both parties too informally (verbal) or formally (written) communicate workplace etiquette.

A good way to brainstorm what should be included in your company's etiquette briefing is to ask yourself the following: What do I wish someone had told *me* on my first day of work?

#### 5. Create an Intern Timesheet form

If you do not already have a timekeeping system in place for hourly employees, use (or customize) the template time sheet and include as part of your internship program.

*(Appendix pg. 14)*

#### 6. Any other pertinent information important for interns to know.

(Health and safety policies, human resource policies, evacuation, emergency/contingency plans, etc.)

## **Section 3: Pre-arrival Preparation**

Preparation *prior* to the arrival of interns is a great way to get your program off to a smooth start. Not only does it enable your staff to feel organized and in control, it makes interns feel welcome and appreciated. You probably already do this for your new hires.

### **Steps:**

#### **1. Send a Welcome Packet confirming start date and communicating key first-day information**

This packet may include, but is not limited to:

- a. A copy of your Internship Agreement (and any other HR documents interns need to sign ahead of time)
- b. A Welcome Letter containing any information necessary for the first day at work, etc.

You can use both the Internship Agreement and Internship Placement Forms in the Appendix as templates.

*(Appendix pg. 15 & 16)*

#### **2. Communicate with all relevant managers and personnel of agency/company.**

#### **3. Examples of communication:**

Send a company-wide email alerting employees to the arrival of interns. You could provide a brief, generic biography about the interns – their school and/or major.

Ask employees to make interns feel welcome by initiating introductions and answering questions when possible.

## **Section 4: Orientation**

You've interviewed, selected, prepped and planned...and now your intern(s) have arrived at their assigned work place. You probably already do this for your new hires, but here are some basic steps:

### **Steps:**

1. Greet interns
2. Tour facility and make introductions to managers and colleagues
3. Turn in Internship Agreement and any other relevant paperwork
4. Conduct intern orientation meeting
5. Distribute badges, key cards, or other necessary entry items
6. Instruct how to use office equipment
7. Hand out additional materials

## **Section 5: Intern Evaluation**

Your interns have been hard at work on your organization's projects (that you identified in section 1) throughout their internship and now you are ready to evaluate them. Effectively evaluating interns is a great way to insure a successful program.

### **Steps:**

- 1. Fill out an Intern Evaluation form  
(Appendix pgs. 17 – 20)**

## **Section 6: Off-Boarding**

As you approach the close of the semester or cycle, it's tempting to look forward. But it's also important to look backwards and analyze the more valuable benefits of the program you've worked to implement.

Engaging in a formal off-boarding process benefits the intern and your company in numerous ways:

- ✓ Provides interns with a sense of accomplishment
- ✓ Facilitates interns' professional growth and development
- ✓ Helps interns hone in on personal strengths and natural aptitude
- ✓ Aids your organization in making improvements to your internship program
  - Interns feeling valued fuels positive word of mouth. When interns believe their learning goals are important to your agency or company, they want to give back.
  - Interns may tell their peers about the opportunities at your organization. This drives positive public opinion and perception of your agency/company.

### **Steps:**

**1. Conduct an evaluation of interns  
(Appendix pgs. 17 – 20)**

**2. Fulfill any final academic evaluation requirements**

**3. Consider having interns fill out evaluations of program and supervisors**

**4. Conduct intern exit interviews if that is your preference**

**5. Consider a letter of recommendation**

If a certain intern (or interns) has done an outstanding job, consider writing a letter of recommendation.

## **Section 7: Internal Evaluation of Employer Goals**

Now that your interns have departed, it's time to reflect, analyze, and improve.

### **Steps:**

- 1. Analyze feedback from intern evaluations**
- 2. Evaluate progress in accomplishing goals**  
(Have student intern complete a Student Evaluation of Internship form) (Appendix pgs. 21 – 24)
- 3. Consider offering permanent or part-time employment to your former interns or brainstorm follow-up possibilities**
- 4. Begin recruitment and outreach for next internship cycle!**

**Now that you've figured it all out, your program is in place, and the next time you host an intern – you'll be an expert.**

## **Appendix: Internship Program Forms/Templates**

## Organizational Goals

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**The following is a list of potential organizational objectives for starting an internship program:**

1. Finding talented future employees
2. Accomplishing clerical work...
3. Completing projects
4. Facilitating and infusing the company with current knowledge, new ideas, and fresh solutions to ongoing issues
5. Improving public perception of the organization
6. Enhancing company/product recognition among the public or potential interns
7. Contributing to the community
8. Research

**Additional goals:**

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**Notes or Comments:**

1. \_\_\_\_\_
2. \_\_\_\_\_

## Potential Intern Projects

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**The following is a list of potential intern projects:**

- Researching the viability of a new program or campaign
- Compiling and presenting statistics
- Evaluating potential social media platforms
- Proposing a social media strategy
- Building a company database
- Cleaning up an existing database
- Critiquing the company's website from a user perspective
- Brainstorming ideas for boosting site usability
- Evaluating some area of IT functionality
- Generating cost-cutting ideas
- Preparing budgets, reports, plans, or proposals
- Creating materials (marketing, collateral, etc.)
- Developing process directions for new programs or incentives.
- Competitive analysis / product comparisons

**Additional projects:**

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## Intern Timesheet

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Intern name: \_\_\_\_\_ Supervisor: \_\_\_\_\_

Week ending (Sunday): Month: \_\_\_\_\_ Day: \_\_\_\_\_ Year: \_\_\_\_\_

### Daily time log

\*Log hours to nearest quarter hour (Ex: 7.25, 6.75, 0.5, etc.)

Mon.: Time in: \_\_\_\_\_ Time out: \_\_\_\_\_ Lunch in: \_\_\_\_\_ Lunch out: \_\_\_\_\_ Daily total hours: \_\_\_\_\_

Tue. Time in: \_\_\_\_\_ Time out: \_\_\_\_\_ Lunch in: \_\_\_\_\_ Lunch out: \_\_\_\_\_ Daily total hours: \_\_\_\_\_

Wed.: Time in: \_\_\_\_\_ Time out: \_\_\_\_\_ Lunch in: \_\_\_\_\_ Lunch out: \_\_\_\_\_ Daily total hours: \_\_\_\_\_

Thurs.: Time in: \_\_\_\_\_ Time out: \_\_\_\_\_ Lunch in: \_\_\_\_\_ Lunch out: \_\_\_\_\_ Daily total hours: \_\_\_\_\_

Fri.: Time in: \_\_\_\_\_ Time out: \_\_\_\_\_ Lunch in: \_\_\_\_\_ Lunch out: \_\_\_\_\_ Daily total hours: \_\_\_\_\_

Sat.: Time in: \_\_\_\_\_ Time out: \_\_\_\_\_ Lunch in: \_\_\_\_\_ Lunch out: \_\_\_\_\_ Daily total hours: \_\_\_\_\_

Sun.: Time in: \_\_\_\_\_ Time out: \_\_\_\_\_ Lunch in: \_\_\_\_\_ Lunch out: \_\_\_\_\_ Daily total hours: \_\_\_\_\_

### Total weekly hours

\*Log each separately

Total weekly regular hours: \_\_\_\_\_

+

Total weekly overtime hours: \_\_\_\_\_

+

Total weekly double-time hours: \_\_\_\_\_

Intern signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Internship Agreement Form

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I, \_\_\_\_\_, understand that I am responsible to my Internship Coordinator and Agency for work and/or educational/training assignments during the internship period. I understand that I may or may not receive a University stipend for this internship, and I may or may not be compensated by the agency/organization where I am participating in my internship (depending on the agency policy). I understand in order to receive credit for this internship toward my criminal justice major I must fulfill the following requirements:

- (1) Work a minimum of \_\_\_\_\_ hours and a maximum of \_\_\_\_\_ documented hours during a Fall or Spring academic semester.
- (2) Perform appropriate duties and activities designed to enhance knowledge and understanding of agency / company and gain valuable work experience
- (3) Participate in activities designed to support a positive performance evaluation during your internship placement
- (4) Attend scheduled internship meetings and complete all written and oral assignments

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Student Signature

Date

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Internship Coordinator Signature

Date

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Agency/Organization Intern Supervisor Signature

Date

Please return to:

**Internship Placement Form**

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**Section A**

Name of Internship Organization/Agency:

\_\_\_\_\_

Organization/Agency Address:

\_\_\_\_\_

Supervisor's Name: \_\_\_\_\_

Supervisor's Title: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Fax: \_\_\_\_\_

E-mail: \_\_\_\_\_

This agency is on the UALR Criminal Justice Department's pre-approved internship site list.

\_\_\_ Yes \_\_\_ No

Other Person(s)/POC for Agency / Employer:

\_\_\_\_\_

\_\_\_\_\_

Phone Number: \_\_\_\_\_ Fax: \_\_\_\_\_

E-mail: \_\_\_\_\_

**Section B**

**PROJECT DESCRIPTION:**

Please attach a sheet with a specific description of the Internship and a short description of the sponsoring organization, including an account of the specific duties, tasks, and activities our student will perform while participating in the internship. If you do not have anything prepared that you can send me with this form, please notify me and I will assign our student interns with the task of helping you prepare these materials. My objective is to have a clear understanding and job description of your agency's internship requirements so that I could be responsive to your needs and continue to improve our program.

Please return to:

**Evaluation of Student Intern**

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Attn: Internship Supervisor:

Please complete this form and send to me by e-mail.

We thank you for your valuable contribution to the UALR Department of Criminal Justice Internship Program and look forward to continuing our working relationship.

Sincerely,

Eduardo Garcia, CPP  
Director, Criminal Justice Internships

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**Personal Data**

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Intern's Name: \_\_\_\_\_ Date: \_\_\_\_\_

Name of Organization/Agency: \_\_\_\_\_

Supervisor's Name: \_\_\_\_\_ Supervisor's Title \_\_\_\_\_

Dates Supervised the Intern: From \_\_\_\_\_ to \_\_\_\_\_  
month/year month/year

Phone Number: \_\_\_\_\_ Fax: \_\_\_\_\_ E-mail: \_\_\_\_\_

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**Evaluation**

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**I. ATTITUDE – APPLICATION TO WORK**

- Excellent
- Very good
- Average
- Below average
- Poor

**II. INITIATIVE**

- Excellent
- Very good
- Average
- Below average
- Poor

**III. SENSE OF RESPONSIBILITY**

- Excellent
- Very good
- Average
- Below average
- Poor

**IV. ORGANIZATION AND PLANNING**

- Excellent
- Very good
- Average
- Below average
- Poor

**V. ABILITY TO LEARN**

- Excellent
- Very good
- Average
- Below average
- Poor

**VI. QUALITY OF WORK**

- Excellent
- Very good
- Average
- Below average
- Poor

**VII. COMMUNICATION SKILLS**

- |  |  |
|--|--|
| <u>Oral</u>                            | <u>Written</u>                         |
| <input type="checkbox"/> Excellent     | <input type="checkbox"/> Excellent     |
| <input type="checkbox"/> Very good     | <input type="checkbox"/> Very good     |
| <input type="checkbox"/> Average       | <input type="checkbox"/> Average       |
| <input type="checkbox"/> Below average | <input type="checkbox"/> Below average |
| <input type="checkbox"/> Poor          | <input type="checkbox"/> Poor          |

**VIII. INTERACTIONS WITH OTHERS**

- Excellent
- Very good
- Average
- Below average
- Poor

**IX. OTHER (Please check all that apply)**

- Attendance is regular
- Attendance is irregular
- Is punctual
- Punctuality is irregular
- Dresses appropriately
- Dresses inappropriately
- Acts in a professional manner
- Needs to improve conduct and professionalism on the job

**ADDITIONAL COMMENTS (Please attach a separate sheet if necessary)**

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The student's strengths include:

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The qualities which the student should strive to improve are:

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Would you hire this student if employment was available in the future?

Yes       No

If not, what would be the primary reason?

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This report has been discussed with the student:       Yes       No

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Thanks again for your support

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### Student Evaluation of Internship

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This evaluation will be used by myself as your Internship Coordinator in an attempt improve the overall internship experience, and provide guidance at the agency for the benefit of future interns. The information you provide for me will be kept confidential for my purpose only.

Name: \_\_\_\_\_

Organization: \_\_\_\_\_

Supervisor's Name: \_\_\_\_\_

#### Part I – The Application Process

How did you learn about this internship? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

#### Part II – The Internship

Rate your overall internship experience. Circle the appropriate rating.

Highest					Lowest	
5	4	3	2	1		

Briefly list some specific projects you worked on? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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What significant accomplishments and contributions did you make to the organization?

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Did your internship meet your expectations? Why or why not? \_\_\_\_\_

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Describe any positive or negative aspects of the internship: \_\_\_\_\_

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How has your internship helped you in your professional and/or personal development?

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What knowledge and skills gained in your coursework did you apply in your internship?

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If you did apply knowledge you gained from class, what course(s) and instructor(s) were most helpful?

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What additional skills would have been helpful? \_\_\_\_\_

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Describe your agency or organization's commitment to interns? \_\_\_\_\_

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Would you recommend sending another intern to this organization? Why or why not?

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**Part III – Internship Class**

What recommendations do you have for improving the class for next semester?

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