

# **Guidelines for On-Site Internship Supervisors**

## **York College of Pennsylvania**

### **1. Provide the intern with meaningful work.**

The following may help with this:

- Get involved with the initial internship for academic credit learning contract the intern brings. Discuss with the intern what his or her learning goals are and how these goals may be accomplished through his or her experiences during the internship. Review the learning contract frequently.
- Strive to find an on-going balance of challenge and support in the work that the intern is doing. Discuss with the intern what he or she can do related to prior coursework, skills, knowledge, etc. and structure the work accordingly. Be as specific as possible. Interns, like others in the process of learning, need structure so they don't become overwhelmed, confused or bored.

### **2. Make the intern feel welcome at the internship.**

The following may help with this:

- Orient your intern to his or her new workplace. This might take the form of a conventional orientation program or merely a walk around the office, depending on the size of your organization. Give interns an overview of your organization. Explain who does what and how it relates to what the intern's duties will be.
- Give your intern the resources he or she needs to do the job. Give the intern a desk, point out the supply room, and introduce the tech support people. If you give the message that the intern is unimportant, you could miss out on valuable contributions to your projects.

### **3. Establish clear communication and expectations with the intern.**

The following may help with this:

- Have a discussion in which you set clear expectations regarding attire, punctuality, the intern's work schedule, cell phone/office phone use, web/e-mail policies, and any other policies or procedures relevant to your site. In particular, be sure to discuss safety policies (ie. the sexual harassment policy, emergency procedures, etc.) so as to reasonably ensure the intern's safety during the internship.
- Set clear beginning and ending dates for the internship and let the intern know about your absentee/vacation policies/expectations. Please note that the student's internship-for-academic-credit will be finished at the end of the semester even if the intern is invited to continue working for your company/organization.

### **4. Assign a mentor or supervisor who will be available for the intern to talk with about the experience.**

The following may help with this:

- Choose the internship supervisor carefully. This person doesn't have to be a teacher per se, but should be selected because he or she likes to teach or train and has the time and resources to do it. If the person you select has never mentored an intern before, give him or her some basic training in mentoring.
- Watch for signs that the intern is confused or bored. As often as silence means that an intern is busy, it also could mean that he or she is confused and shy about telling you so. See whether the intern is trying to do anything that requires someone else's input. Make sure that work is taking precedence over web browsing. Paying attention early helps you head off problems and bad habits early on.
- **Give your intern lots of feedback!** Especially if your interns have never done this kind of work before, they'll want to know if their work is measuring up to your expectations. No matter what the level of experience, they need you, as a more experienced professional, to let them know if their work is officially "okay". Periodically, examine what your intern has produced and make suggestions.

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#### 5. Evaluate the intern's progress formally and informally.

- The intern's evaluation form is enclosed in this mailing. Please complete this evaluation at the end of the internship, share it with the intern, and return it to the intern's faculty supervisor. If you should need another copy of the form, you can visit our website ([www.ycp.edu/careerdevelopment](http://www.ycp.edu/careerdevelopment)) under the heading "For Employers." You will then click on "Internship Opportunities" and will see the evaluation forms listed for you to click on.
- Remember those goals you outlined with your intern? A few weeks after the internship begins, it's time to see how well you and your intern are meeting those goals. An informal evaluation is also a great chance to give feedback to the intern about his or her performance.

#### Who's Who In Our Internship For Academic Credit Process

**Internship Coordinator:** The individual at York College of Pennsylvania who coordinates postings and oversees the overall program. This individual is Jolynn Varano (717-815-1731 or [jvarano1@ycp.edu](mailto:jvarano1@ycp.edu)). Please call me with any questions you may have about these guidelines or anything else pertaining to the internship program.

**On-Site Supervisor:** The individual at your organization who is serving as the student's direct supervisor/mentor.

**Faculty Internship Advisor:** The faculty member from York College of Pennsylvania who supervises the student on behalf of the college and assigns the student a grade. This individual varies from internship to internship-if you are unsure of who the faculty supervisor is for this internship, please ask your intern for the name of this person, refer to the initial paperwork that was completed prior to the internship, or check the letter sent with this document.