

CENTER FOR CAREER AND CIVIC ENGAGEMENT



INTERSHIP

GUIDEBOOK



**MORAVIAN
COLLEGE**

Have further questions?

Please contact the Center for Career and Civic Engagement at 610-861-1509, stop by the office or send an email to careercivic@moravian.edu.

HOURS OF OPERATION: Monday- Friday from 8:00am-4:30pm.

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INTERNSHIP OVERVIEW

You are just as qualified as the next person. You have a marketable major and have taken a diverse range of courses. But there is one thing you don't have yet...EXPERIENCE! The catch is, you need experience to get experience. Employers want strong work ethic, determination and talent, but they also want people with an idea of exactly what they are getting into in the workplace. That is why employers hire graduates who have gained experience through internships, co-operative learning (co-op), volunteer experiences, and related summer and part-time jobs.

WHAT IS AN INTERNSHIP?

Internships are carefully monitored temporary work or volunteer experiences where an individual has intentional learning goals and reflects actively on what he or she is learning throughout the experience. Internships usually last one semester but can be longer or shorter. Students can intern in almost any area of study in any part of the country or abroad. Internships help students get their foot in the door for their first full-time permanent position. Employers use internships as a way to gain a first look at prospective employees.

At Moravian College academic credit can be granted if the experience is completed under the supervision of a faculty supervisor and an on-site supervisor at the sponsoring organization.

NOTE: Clinical training and internships in education and nursing are supervised and administered separately by each respective department. Students enrolled in these programs should check with their department for the appropriate guidelines, procedures and requirements.

WHY COMPLETE AN INTERNSHIP?

- Interning is the most effective way to obtain employment after graduation.
- You will have the opportunity to learn new skills and apply information learned in the classroom to practical situations.
- It is a way to explore career options, likes and dislikes, with little investment in terms of time and money.
- Most internships earn academic credit and many are even paid positions.
- You can network and develop professional contacts/references in your field of study.
- They help increase self-confidence and professionalism.
- You will learn more about a chosen field and gain industry knowledge.
- They serve as an invaluable resume builder!
- Students that complete internships need less training when hired to full-time positions.
- Students will find out before graduation what they would like to do after graduation.

WHAT TYPES OF INTERNSHIPS EXIST?

- *Paid Internships* - A paid internship will offer you monetary compensation for your work as an intern. Students may receive payment in the form of a stipend (paid in one or more lump sums) or an hourly rate. There may be other ways to obtain compensation such as reimbursement for travel, housing and/or other living expenses. Paid internships can also be taken for credit!
- *Unpaid Internships* - An unpaid internship is the same as all other experiences except there is no monetary compensation.
- *Academic Credit Internships* - These internships allow you to earn academic credit for your experience. Students interested in earning academic credit must meet Moravian College guidelines and work with a faculty advisor. Please see the Moravian College Internship

Application, Checklist, Internship Agreement, and Personal Assessment Information available on AMOS and in this guidebook.

- *Non-credit Internships* - Students that do not earn academic credit for their experiences do not have any connection to Moravian College. Their agreement with their employer is at will, and Moravian College *does not assume any responsibility*.

WHEN IS THE BEST TIME TO COMPLETE AN INTERNSHIP?

Start thinking about an internship as early as your sophomore year in college. Students usually secure an internship in their junior or senior year, but it is never too soon to start looking. Begin looking for your internship 6-8 months in advance. Many internships will have a deadline for application.

WHEN ARE INTERNSHIPS OFFERED?

Internships can take place during the semester or over summer and winter break. It is best to work with your academic advisor to determine when is the best time for you to complete your internship.

WHAT SHOULD BE PREPARED FOR AN INTERNSHIP?

You should prepare a strong internship toolkit that includes the following:

- Resume/Cover Letter
- A professional reference list. Include former and present employers, members of faculty, staff and administration. No family members or friends!
- An idea of what type of career area you want to pursue.
- Strong interviewing skills-practice and think ahead. Take advantage of resources offered through the Center for Career and Civic Engagement.

CAN I COMPLETE MORE THAN ONE INTERNSHIP?

Yes! Completing more than one internship is encouraged! It allows you to explore and understand your field and future career goals. Additionally, it will make you more attractive to future employers because you will have more experience to offer.

WHERE DO YOU LOOK FOR INTERNSHIPS?

- Hound Hire Link - the online job/internship search site offered by the Center for Career and Civic Engagement, located at: www.moravian.edu/careercivic
- Employer websites and posting boards
- The Volunteer and Internship Fair (fall) or the Job and Internship Fair (spring), offered by the Center for Career and Civic Engagement
- Contact local seasonal employers (e.g. Department of Parks and Recreation)
- Attending Center for Career and Civic Engagement events and networking with alumni
- Previous employers of interns from Moravian College
- Alumni contacts/database, available through the Center for Career and Civic Engagement
- Contact your academic department - faculty members may be able to offer suggestions
- Get in touch with companies that interest you directly
- Talk to your friends. Maybe they can suggest something
- Meet with a career advisor from the Center for Career and Civic Engagement to discuss your plans - our staff can help you identify positions and clarify interest areas

ALWAYS BE AWARE OF:

- Organization requirements
- Moravian College requirements
- Application deadlines
- Required application materials
- Potential fraudulent employers (see page 8)

CONDUCTING THE INTERNSHIP SEARCH

OBTAIN ALL NECESSARY PAPERWORK FOR INTERNSHIPS

- Remember, obtain any necessary paperwork from the Registrar/AMOS before you begin.
- Build a strong Internship toolkit including a resume/cover letter and strong interview skills.

LOOK AT YOURSELF

- *Personal Interests:* What do you enjoy doing?
- *Academic Interests:* What do you want to learn?
- *Career Goals:* Where do you see yourself in 1 year? 5 years?
- *Work Values:* What rewards do you seek? Causes do you advocate?
- *Abilities:* What skills/abilities do you have to offer? Most want to develop?
- What personal criteria do you have for an internship?
 - Geographic location
 - Duration
 - Monetary compensation
 - Academic credit

GATHER INFORMATION & MAKE CONTACT

- **Create a list of potential internship sites in your field:**
 - Hound Hire Link
 - Online resources such as LinkedIn
 - Company websites/local Chamber of Commerce directory
 - Department bulletin boards/directories
 - Academic department/advisor
 - Fellow students/previous interns
 - Professional organizations or community agencies
 - Public officials
 - Your own network
- **Narrow it down:**
 - Develop a manageable list (10-15 places) and prioritize it.
 - Review organizations in light of your goals and objectives from the beginning of the page.
 - Do you meet the organization's requirements? Does the organization meet the college requirements for your academic program?
 - What are the application deadlines?
- **Contact them:**
 - Develop telephone scripts:
 - (If you have a contact name) "Hello, my name is _____. Is _____ still the person in your office who handles the student intern program?"
 - (if you don't have a contact name) "Hello, my name is _____. May I please speak with the person who coordinates your internships?"
 - Be prepared.
 - The intern coordinator may want to interview you on the phone during the first conversation. Be ready to describe briefly who you are, your goals and why you are interested in the organization.

- Make sure you have your resume in front of you. This will help you if you are nervous and the person asks you specific questions about your experience.
 - “Hello, (Name of person). My name is _____. I am a Junior/Senior at Moravian College majoring in _____. I am interested in (area of interest) and understand that (name of organization) provides internships in this field.”
 - Sound professional! Find a quiet place to make the call. Remember to project enthusiasm on the phone to ensure the site contact person can detect your interest.
- **Send your credentials as requested by the employer:**
 - Cover letter
 - Resume
 - References
 - Writing samples
 - Transcripts
 - Other materials (application forms, background check information)
 - **Set up an interview:**
 - While on the phone with the site contact, ask if you can set up an interview to discuss potential positions further.
 - Make sure you know exactly who you will be interviewing with and where. You may not interview with the person you are on the phone with when you call the first time.

YOUR FINAL DECISION

- Helping you decide:
 - Which organization fits your personal interests/needs the best?
 - Are your abilities suited to the organization?
 - How well does the project/assignment relate to your career goals? Academic goals?
 - Do the co-workers and supervisor appear to be enthusiastic and supportive toward interns?
 - How much does the general work atmosphere (employee morale, dress) appeal to you?
 - How much responsibility will you have?
 - Will the internship offer valuable experience?
- **Accepting & rejecting offers:**
 - Show appreciation-either way.
 - Confirm start date and end dates, intern supervisor, academic credit requirements, etc., in writing.
 - Be careful not to accept a position too early if you have numerous applications still pending. Once you accept a position it is unprofessional to back out later if you receive a better offer. Work with the Center for Career and Civic Engagement or your academic advisor to handle these types of situations.
- **Academic Credit Options**
 - See your academic advisor or department’s secretary for more information.
 - Be sure to properly fill out all documents required by your advisor and the Registrar.

MORAVIAN COLLEGE INTERNSHIPS POLICIES & PROCEDURES

REQUIREMENTS FOR EXPERIENCES THAT OFFER COURSE CREDIT

Note-in addition to the information on this page, please review the Moravian College Internship Application, Checklist, Internship Agreement and Personal Assessment paperwork available on AMOS and in the Registrar's Office.

Internships for credit provide course credit for off-campus work, study, or both. They may be taken in any term, including summer, on a full-time or part-time basis, and may assume the form of volunteer work or internships in public or private agencies, institutes, or businesses.

Internships for credit may be undertaken by students who have junior or senior standing and a QPA of at least 2.70. (Transfer students must also have completed a full fall or spring term of study at Moravian).

To undertake an internship for credit, students must find both a faculty coordinator and an on-site supervisor who will share responsibility for supervising the project. Students then fill out the application form and the Internship Agreement.

Internship Agreements must include a statement of how the student's work will be assessed by the faculty coordinator and on-site supervisor. Assessment methods might include tests, papers, journals, weekly meetings, and other means by which their progress can be measured.

Students may be compensated for internships that earn credit if given approval from the Office of Academic Affairs.

HOURLY REQUIREMENTS

Students must complete a minimum of 140 hours in order to earn one course unit and a minimum of 280 hours to earn two course units during the fall or spring semesters.

If completing an internship for credit over the summer the same number of hours must be completed but in a shorter period of time.

REQUIREMENTS FOR EXPERIENCES THAT DO NOT OFFER COURSE CREDIT

Students that do not earn credit for internship experiences do not fill out any paperwork for the College. Their agreement with their employer is at will, and the College does not assume any responsibility.

LIABILITY

For questions regarding liability, please contact the Moravian College Business Office.

IDENTIFYING AND AVOIDING ONLINE INTERNSHIP SCAMS

LOOK OUT FOR RED FLAGS

- Company/organization does not have an established website, or the website is underdeveloped (e.g. site contains minimal information, does not have multiple pages, etc.)
- Company/organization may be from a reputable organization (e.g. Fortune 500 company), but the email address/domain does not match what is listed on the organization's website
 - Example: LEGITIMATE email - employername@airproducts.com
 - Example: FRAUDULENT email – name@airproductsonline.com
- Email was sent from a free email service (e.g. Yahoo, Gmail, Hotmail, etc.), or with an "@live.com" domain
- Email was unsolicited and sent directly to you (may begin with something like "Dear Sir or Madam" or "Dear Applicant")
- Email/correspondence is poorly written and contains misspelled words, poor grammar or typos
- Position posted seems too good to be true, e.g. "Make money while you sleep", "Make thousands from the comfort of your home"
- Posting description is vague and neglects to mention specific job responsibilities (may only focus on the amount of money offered)
- After speaking to the organization, the position advertised is different than the position offered
- Employer/posting requests bank account information, social security number (SSN) or a photo ID to "verify identity" before meeting in person
- Position requires an initial investment (e.g. payment by wire service)
- Unsolicited check is sent, or the employer asks you to deposit a payment/transfer money into your account

AVOID PAYMENT TRANSFER/FORWARDING SCAMS

- DO NOT provide personal bank account, PayPal or credit card information
- DO NOT participate in wiring or transferring funds to your account or any others - scammers may advertise that you can keep a percentage of the funds as payment for your service. This is not true!
- DO NOT agree to have funds deposited directly to your account without knowing/verifying the employer first. Many employers offer direct deposit; however, this typically does not occur until the first day or week of employment not before.
- DO NOT pay fees upfront for an employer to hire you (very rare exceptions may exist)

RESEARCH EMPLOYERS/OPPORTUNITIES

- Explore the company's website to verify legitimacy. If the company website is nonexistent, or directs you to a different website, this is a red flag!
- Google the organization for more information. Make sure the company has a web presence.
- Googling "(company name) scam" to see if any fraudulent activity has been reported. Search the employer's phone number, fax number and/or email address. If it does not appear connected to an actual business organization, this is a red flag. Additional resources for investigating potential fraudulent activity include: www.ftc.gov, www.bbb.org, www.glassdoor.com, www.ripoffreport.com
- Review the job/internship description in detail to ensure that duties and responsibilities are clearly outlined.

TAKE ACTION

- If you are already involved in a scam, follow these steps:
- Contact the Center for Career and Civic Engagement (610-861-1509) to report the fraudulent employer.
- Immediately contact your local or campus police. The police are responsible for conducting an investigation, regardless of whether the scam artist is local or in another state.
- If you have sent money to a fraudulent employer, contact your bank or credit card company immediately to close the account and dispute the charges. If the incident occurred completely over the internet, file an incident report using www.cybercrime.gov/, or by calling the FTC at: 1-877-FTC-HELP (1-877-382-4357).
- Order a credit report from all three credit bureaus every 2-3 months in search of unusual account activity. Place fraud alerts if needed.
- Permanently close the email address used to communicate in the scam.

RESOURCES

- Federal Trade Commission: 1-877-382-4357, www.ftc.gov
- Better Business Bureau: www.bbb.org
- Credit Bureaus
 - Equifax: 1-800-685-1111, www.equifax.com
 - Experian: 1-800-397-3742, www.experian.com
 - TransUnion: 1-800-888-4231, www.transunion.com
- Privacy Rights Clearinghouse: www.privacyrights.org/avoiding-online-job-scams

**Information adapted from the Kutztown University Career Development Center, University of Southern California Student Affairs, University of North Carolina at Wilmington Career Center, National Association of Colleges & Employers, and the Federal Trade Commission.*

SAMPLE INTERNSHIP COVER LETTER

January 12, 20xx

Ms. Elise Employer
Director, Human Resources
XYZ Company
1234 Employer Avenue
Anytown, PA 55555

Dear Ms. Employer:

As a Moravian College English major and marketing minor, I was excited to find an internship with XYZ company posted to Hound Hire Link. I believe my targeted coursework and campus leadership positions have prepared me to excel as an XYZ summer intern, and would like to formally apply to this position.

During my time at Moravian College, where I maintain a 3.4 GPA, I have gained hands-on experience with product marketing. As an active member of the Black Student Union, where I currently serve as the secretary, I participated for two semesters in a program that helped market events and activities to college students. This not only gave me experience but has also helped solidify my career interest. The XYZ internship offers me an opportunity to apply my academic and practical knowledge in more focused environment in the field of marketing. I am excited for this potential experience as I believe the skillset I have to offer would greatly benefit your company.

I look forward to speaking to you about the XYZ summer internship as I am very interested in contributing my skills and gaining new insight into your organization. I will contact you within two weeks to schedule a time for us to discuss this opportunity further. Thank you for your time and consideration.

Sincerely,

Ingrid Intern

Ingrid Intern
123 Successful Street
Bethlehem, PA 18018
(610) 861-1234
student@moravian.edu

SAMPLE INTERNSHIP RESUME

INGRID INTERN

1200 Main Street, Bethlehem, PA 18018, 610-555-1212, interni@moravian.edu

OBJECTIVE

To obtain a summer internship in the Marketing Department of XYZ Company.

EDUCATION

Moravian College, Bethlehem, PA

Bachelor of Arts in English, minor in Marketing, expected May 20xx

Overall GPA: 3.4

Related Coursework: Interpersonal Communication, Consumer Behavior, Selling and Telling your Brand, Creative Writing: Fiction, Nonfiction Writing, Public Speaking

Honors & Awards: Comenius Scholar, Dean's List 4 semesters

RELATED EXPERIENCE

Nike Marketing Project, Consumer Behavior, spring 20XX

- Worked in a 4-person team focused on reviewing Nike's marketing structure to determine effectiveness.
- Researched competitors' marketing plans and compared to Nike to assess goal attainment.
- Determined that Nike was more successful than most competitors due to use of social media and brand management.

Secretary, Black Student Union, fall 20XX-present

- Work closely with club president to establish and execute marketing campaigns for special events including educational lecture series.
- Designed campaign that included social media, targeted emails and posters which increased event attendance by 45%.
- Collaborated with Center for Career and Civic Engagement to create professional networking opportunities for club members.

SKILLS

Computer: InDesign, MS Word, MS PowerPoint, MS Excel, Prezi, Hootsuite

Language: Spanish (conversational)

LEADERSHIP EXPERIENCE

Philanthropy Chair, Alpha Sigma Alpha Sorority, spring 20XX

- Coordinated Moravian College's participation in annual charity walk.
- Organized 35 volunteers and assigned responsibilities to chapter members.
- Raised over \$3,500 for the cause.

ADDITIONAL EXPERIENCE

Water Safety Staff, Dorney Park & Wildwater Kingdom, Allentown, PA, summers 20XX-20XX

- Performed duties including active and passive water rescues.
- Interacted with park guests and assisted with customer service related needs.

QUESTIONS TO ASK DURING THE INTERNSHIP INTERVIEW

Whether you're aiming for a paid or an unpaid internship, it's important to ask your prospective employer intelligent questions – these show you are enthusiastic and motivated. They also help you make the decision of where you want to intern. Listed below are questions you may want to ask:

- What are the principal duties of this internship?
- What are the principal duties of this department?
- Are there special programs provided for interns?
- Will I work with more than one department or division of the company?
- Will I work for more than one supervisor?
- What skills will I develop through the internship?
- What outcome do you expect my work to have? (In other words, will what I do become part of a written report or oral presentation? Will I be required to leave the office to speak to anyone?)
- How much interaction will I have with other interns? Are there special programs for interns to meet one another?
- Would there be opportunities to shadow employees?
- Would I have any interaction with top management or supervisory personnel besides my own supervisor(s)? Would the interaction be spontaneous, or at planned events?
- Is this a paid or unpaid internship? Additionally, especially if it's an unpaid internship, will any of my expenses be paid?
- How will my performance be evaluated (on paper, orally or both)?
- How would you describe the work environment or culture here?
- Do you consider an internship to be a recruiting tool?
- How often would we meet to discuss how my projects are going?

SAMPLE INERNSHIP ACCEPTANCE LETTER

January 15, 20XX

Ms. Elise Employer
Director of Human Resources
XYZ Company
123 Any Street
Anytown, PA 18765

Dear Ms. Smith,

I am writing to accept your offer to join the XYZ Company staff as a summer 20xx intern. I greatly appreciate your taking time to answer the questions I asked last week. Your assistance allowed me to consider all aspects of the position.

As we discussed on the phone, I will forward Moravian College's for-credit internship paperwork to my supervisor, Mr. Gonzales and will report for work on May 15, 20xx.

Thank you again for this opportunity. I look forward to May 15th.

Sincerely,

Ingrid Intern

Ingrid Intern
123 Successful Street
Bethlehem, PA 18018
(610) 861-1234
student@moravian.edu

INTERNSHIP ETIQUETTE

ETIQUETTE ((et'i – ket'), n. 1. the forms, manners and ceremonies established by convention as acceptable or required in society, in a profession or in official life. 2. the rules for such forms, manners and ceremonies.

It might sound a little strange to you that we are talking about etiquette in internships. Internship etiquette is nothing more than the behavior and manners that are acceptable at your internship site.

For many, the internship will be the first time you have ventured forth into the world beyond Moravian College. All the rules are different there. People do not expect you to be a student. They expect you to act the way they do, as a professional in their line of work. The catch is this: seldom are the rules spelled out for you and the rules are not the same in any two organizations. If you do not figure out the rules, you can have a poor experience and evaluation.

Here are a few guidelines to help you get on track:

FOLLOW THE CHAIN OF COMMAND

It is important for you to know the formal and informal reporting structures within your organization. Once you understand them, follow them! The unspoken rule is this: do not go around, behind or over anyone. Follow the chain of command in all your communications and actions. That means go to your site supervisor first.

RESPECT CONFIDENTIALITY

You can talk about issues, projects, the work environment, but refrain from talking about people. Gossip can get back to people and wind up hurting you. Do not be hurt if you are left out of certain discussions – some issues are for staff ears and eyes only. Finally, do not take sides; steer clear of interoffice politics. Remember that you are there to work on your project.

RESPECT THE SUPPORT STAFF

They have been there longer than you and they know more than you. They can be terrific allies in helping you break in, in helping you understand the unspoken rules and in helping you accomplish your goals if you treat them with the respect they are due. Wipe the thought “just a secretary” out of your mind. Remember this: without support staff, the organization would not run.

LEARN BASIC SOCIAL SKILLS

This might seem silly, but social interaction is a skill and can be tricky! Talk with the Center for Career and Civic Engagement about how to handle introductions and professional etiquette. For example, do not sit down in someone's office until you are invited to do so. Keep your feet off the furniture. Hats off inside! Do not chew gum. Do not spend time on your cell phone. In the dining hall, you can get away with reaching across someone for the salt or pushing your plate out of the way when you are through, but in the work world, such actions can be quite offensive or rude.

ATTENDANCE AND PROMPTNESS ARE EXPECTED

Because you are a student, some faculty may not penalize you if you fly into class five minutes late, or if you miss class. In the work world, that just will not cut it. Tardiness and absenteeism signal disrespect for others' time and a lack of interest in the work. Promptness signals eagerness, responsibility and respect for others. At the beginning of the day and at all your meetings, be on time or five minutes early. As for being absent from work, serious illness or family emergencies are the

only reasons that may justify absence. It is important to call immediately and speak directly with your site supervisor if you have a problem that will keep you from your internship.

LEARN TO MAKE A POSITIVE FIRST IMPRESSION:

Practice until you acquire a firm handshake. Learn how to make introductions and how to introduce yourself to those you do not know. Be friendly, smile and extend yourself. These are all parts of those important first impressions that really can help you begin to build a positive reputation.

DRESS THE PART

Yes, this is important! When you walk in the door of your internship site, even if it is on campus, you are no longer a student. Appropriate attire is different for every organization. Look around you. What are others wearing? What about their hairstyles? What kind of accessories are the norm? Model your dress and grooming after that of your supervisor and other professional staff and you cannot go wrong.

LOSE THE LINGO

“Hey, cool!” might be a natural expression of affirmation on campus. In your internship, it will tell people that you are not yet professional material. Listen to the language of those around you, listen to your own language and speak as a professional.

BE A GOOD AMBASSADOR

Be cognizant that you reflect the institution. How you perform and behave in your internship will affect the future of other Moravian College interns.

Think about the long-term benefits of good internship etiquette. Many of you will ask your site supervisors for job recommendations or contacts. Some of you will apply for full-time or summer jobs at your internship site. Have you proven that you can make it in that type of environment? Have you earned a positive recommendation? What you do today can stick with you for a long time. Make it count!

ADVICE FOR THE INTERN

EXHIBIT A CAN-DO ATTITUDE

- Attitude speaks loud and clear and makes a lasting impression, so make sure yours is one of your greatest assets.
- Take on any task assigned—no matter how small—with enthusiasm.
- Take the initiative to acquire new skills and ask for things to do.
- Accept criticism graciously and maintain a sense of humor.

SET REALISTIC GOALS & EXPECTATIONS

- Work with your supervisor to set up your learning agreement. It should target specific skills and competencies you wish to acquire. After all, the learning agenda is what distinguishes a short-term job from an internship. Maintain a journal of your activities and accomplishments in order to monitor your progress.
- Read everything you can get your hands on; talk with people in different departments as well as clients and vendors to become informed on all elements of the business.
- Seek regular reviews from your supervisor to assess your performance.

LEARN THE UNWRITTEN RULES

- Being the “new kid” is like being a freshmen all over again...you will need to adapt, observe, learn and process a large volume of information. Be patient; don’t expect too much too soon.
- Buy into the mission & vision of your work place.
- Get to know your co-workers early. Office customs may not always match the formal rules... so ask questions and pay attention to how people interact with each other. Watch closely how things get done.
- Be sensitive to others...don’t gossip, don’t complain and avoid internal politics.
- Be aware of people’s differences (cultural, work style, management style, etc).
- Also be receptive to the dress of your co-workers and supervisors...and dress accordingly.

TAKE YOUR POSITION AND ASSIGNMENTS SERIOUSLY

- Build a reputation for being reliable and dependable.
- Be diligent and accurate in your work.
- You may encounter a great deal of ambiguity, so seek direction when in doubt. Your supervisor knows there will be an initial learning curve and will make allowances for mistakes. Learn from your errors and move on to your next task.

MEET DEADLINES

- Always assume the responsibility to ASK when an assignment is due. This will help you understand your supervisor’s priorities and to manage your time accordingly.
- Be willing to accept additional work responsibilities as the position continues.
- Be prepared to work late or overtime when necessary... give 110%. Your willingness to go the extra mile, especially during “crunch time,” will help you carve the way to assuming greater responsibilities.
- Alert your boss in advance if you will be unable to meet expectations...this shows respect and professional maturity.

COMMUNICATE RESPECTFULLY

- Find out the proper way to address individuals, including customers.

- Maintain a pleasant and respectful demeanor with every person, regardless of his/her rank.
- Assume everyone else knows more than you do, but do not be afraid to present useful ideas that may save time, money or solve problems.
- Make sure that your style does not come across as inappropriate. Employers value assertiveness, not aggressiveness.

BE A TEAM PLAYER

- Learn how to follow the chain of command. Do not go over or around your supervisor to get noticed, to get ahead or to complain. Establish and maintain good business relationships with everyone.
- Learn how your assignment fits into the grand scheme of things. In today's work environment, success is often defined by your ability to get along with and interact with others. You are a winner only if your team wins.

GET A MENTOR

- Identify at least one individual to serve as your mentor or professional advisor. It should be someone who is willing to take a personal interest in your career development & success.
- Once you know your way around, begin to network wisely and get "plugged in" by associating with seasoned employees who may share their knowledge, perspectives and insights.
- Get noticed, because many people will have a role in determining your future.

HAVE FUN!

- Last but not least, enjoy learning, sharpening your skills and developing professionally and personally.
- Participate in work-related social functions and become an active member in your work community.

WHAT TO DO WHEN THE INTERNSHIP ENDS

POST-INTERNSHIP CHECKLIST

Stop and think about what you learned:

- What did you learn about your career options during this internship? Is this still a career field that you would like to pursue?
- What did you learn about yourself during this internship? Are the skills that you need to develop or areas where you need to improve? Did this experience help you clarify work related values important to you?

Update your resume:

- Write down all of your duties and responsibilities during your internship, trivial or not. Also make note of job functions or areas of expertise you were exposed to through your observations, even if you didn't work independently on certain projects. Use the original job description (if accurate) for wording on the revisions on your resume.
- Come to the Center for Career and Civic Engagement for help on revising your resume after completing an internship.

Request letters of recommendation and send thank you notes:

- As soon as possible after the internship, write to your primary internship supervisor as well as to anyone at the internship site who worked closely with you or who was particularly supportive. Thank them for helping to make your internship experience a valuable one and let them know what you learned and how the internship helped you in your career development. You might also write to any key, top-level people in the organization with whom you may have interacted briefly, even if you didn't work closely with them. They could be valuable contacts in the future. If the internship was not successful, you should still write a brief thank you note.
- In your thank you note, or in a separate, follow-up note or phone call a week or two later, request a letter of recommendation. Make the process easy for the writer by giving a list of points they might include in the letter, such as your basic job duties, what you learned and how you excelled.

Build on the experience:

- Set up networking meetings with alumni in that field; ask professors about joining the relevant professional association on a student membership; keep in touch with the people with whom you worked at the internship site; and start searching and/or applying for another internship or part-time job in that field for the current school year, the upcoming winter or spring break, or for the following summer.
- If you didn't like the internship setting or job duties – or that field or industry as a whole – meet with the Center for Career and Civic Engagement or faculty to discuss alternative areas in that field or some completely different career options you might want to try out in your next internship.
- Think about how specific experiences at your internship will be excellent examples to offer employees during the interviewing process.
- Be sure to use LinkedIn to maintain contacts with people from your internship.