

INTERNSHIP & CO-OP GUIDEBOOK



**MORAVIAN
COLLEGE**

**CAREER & CIVIC
ENGAGEMENT**

CENTER FOR CAREER & CIVIC ENGAGEMENT

www.moravian.edu/careercivic

CAREERCIVIC@MORAVIAN.EDU

610-861-1509

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Center Drop-in Hours: Monday-Thursday: 2-4pm



@MCCareerCivic



Moravian College Center
for Career and Civic
Engagement



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INTERNSHIPS AND CO-OPS OVERVIEW

What IS an Internship?

- Carefully monitored temporary work or volunteer experiences
- Student has intentional learning goals and reflects actively on what is learned throughout the experience.
- 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.
- An internship helps 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.

What IS a Co-op?

- Similar to but more intensive than an internship.
- Students participate full time (36-40 hours per week), while enrolled in one course connected to their experience.

If interested in completing a co-op, please connect with your academic advisor and the Center for Career and Civic Engagement.

NOTE: 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. Clinical training and practicum experiences 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.

What Types of Internships & Co-Ops Exit?

- **Paid Internships/Co-ops:** Offers monetary compensation for your work. 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 experiences can also be taken for credit!
- **Unpaid Internships/Co-ops:** Same as above, but there is no monetary compensation. **NOTE:** Most often, co-ops are paid.
- **Academic Credit Internships/Co-ops:** Earn academic credit for your experience. Must meet Moravian College guidelines and work with a faculty advisor. Visit the Registrar's AMOS page for more information on required documentation to receive credit.
- **Non-credit Internships/Co-ops:** Do not have any connection to Moravian College. Student's agreement with their employer is at will, and Moravian College does not assume any responsibility.

“Participation in multiple internships in college helps students to secure employment or enter graduate school within six months of graduation...”

National Association of Colleges and Employers (NACE), 2017

When is the Best Time to Complete an Internship/Co-op?

Start thinking about an internship/co-op as early as your sophomore year in college. Students usually secure an experience their junior or senior year, but it is never too soon to start looking. Begin looking for your internship or co-op 6-8 months in advance. Because co-ops are more time intensive, please consider planning for this early, and working with your academic advisor and the Center for Career and Civic Engagement.

When are Internship/Co-ops Offered?

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 or co-op.

What Should be Prepared for an Internship/Co-op?

You should prepare a strong 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.

How do I Find an Internship/Co-op?

- Handshake - the online job/internship/co-op search site offered by the Center for Career and Civic Engagement, located at: www.moravian.edu/careercivic or www.moravian.edu/login
- Employer websites and posting boards
- LinkedIn, also consider following employers of interest on social media (but be aware of your account and content)
- The Volunteer and Internship Fair (fall) or the Job and Internship Fair (spring), offered by the Center for Career and Civic Engagement
- Attending Center for Career and Civic Engagement events and networking with alumni
- 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
- 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
- Employer's nondiscrimination policies, including their attitudes and reputation toward diversity and supporting underrepresented identities
- Potential fraudulent employers (page 6)

ADVICE FOR THE INTERN/CO-OP STUDENT

The opportunity for an internship to turn into a full-time job offer is real! But even if that offer doesn't come, your internship/co-op supervisor and the professionals you meet during this experience can be some of your greatest assets in your job search. Here is some of our best advice for making the most out of your internships/co-op experience.

Of course, if you are ever made uncomfortable, talk to your supervisor/Moravian College faculty member and/or the Center for Career and Civic Engagement about your concerns.

DEVELOP YOUR SKILLS

- **Take on any task assigned**—no matter how small—with enthusiasm.
- **Take the initiative** to acquire new skills and ask for things to do.
- **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.
- **Be a team player.**

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 or co-op. Maintain a journal of your activities and accomplishments in order to monitor your progress.
- **Seek regular reviews** from your supervisor to assess your performance.
- **Accept criticism graciously** and maintain a sense of humor.

TAKE YOUR POSITION AND ASSIGNMENTS SERIOUSLY

- **Build a reputation for being reliable and dependable.**
- **Be diligent** and accurate in your work.
- **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

- **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.
- **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, clients, patients, etc.
- **Maintain a pleasant and respectful demeanor** with every person, regardless of his/her/their rank.

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.

WHEN AN INTERNSHIP OR CO-OP ENDS

1. Stop and think about what you learned

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

2. Update your resume

- Record all of your duties and responsibilities during your internship or co-op, 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 or co-op.

3. Request letters of recommendation and send thank you notes:

- Thank your site supervisor and anyone else you worked closely with for helping to make your experience a valuable one. Let them know what you learned and how the internship/co-op 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. **Note:** Even if the internship or co-op was not successful, you should still write a brief thank you note.
- 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.

4. Build on the experience

- Use LinkedIn to stay connected to those you've met during your internship or co-op! 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 experience 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/co-op 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 or some completely different career options you might want to try out next.
- Think about how specific experiences at your internship or co-op will be excellent examples to offer employees during the interviewing process.

IDENTIFYING & AVOIDING ONLINE JOB 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 purchase any type of gift cards or certificates as part of the application/employment process
- 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

- 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 potentially 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 scammer 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 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/submit-complaint

MORAVIAN COLLEGE EXPERIENTIAL LEARNING POLICIES & PROCEDURES

REQUIREMENTS FOR EXPERIENCES THAT OFFER COURSE CREDIT

Note in addition to the information on this page, please review the Moravian College required documents on AMOS and in the Registrar's Office.

Internships or co-ops 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/co-ops in public or private agencies, institutes, or businesses.

Internships and co-ops 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 College). Exceptions are allowed with approval. Please work with your academic advisor if you do not meet the above requirements.

To undertake an internship or co-op 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 an agreement.

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. Co-ops are 4 units and require 560 hours.

If completing an experience 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

All students are encouraged to complete the Moravian College Internship and Co-op survey through AMOS at the beginning of each semester. Students that do not earn credit for their experiences form agreements at will with their employer, and the College does not assume any responsibility.

LIABILITY

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