



**Columbia College**

**Career Tools for Excellence II**

**Internship Handbook**

**Updated 3.20.08**

## **Background**

Today's business and occupational courses at most educational institutions are designed to teach students “hard skills”, specific proficiencies which are used in corresponding industry environments. While these specific skill sets are essential in conducting everyday business, the “soft skills” are just as valuable but rarely taught.

What are these soft skills that affect employability? Better communication, conflict resolution, team building, problem solving, organizational techniques, project and time management, taking leadership, project presentation/self-evaluation, technology literacy and other support skills that produce good workers. These are people skills that help develop important basics, like attitudes, values and behavior.

Recognizing the value of these skills, a group of instructors at Columbia College formed a committee, and selected the “Tools Team” for its name. The organizers developed and implemented a two-unit course titled Career Tools for Excellence I, intended to give students the opportunity to develop and use many of these "soft skills". Career Tools for Excellence II Internship is the continuation of the vision of the Tools Team. In the internship students are challenged to put the soft skills they learned in Tools I into practice as interns in both on and off campus job sites.

For more information visit the Career Tools for Excellence website [www.careertoolsforexcellence.org](http://www.careertoolsforexcellence.org).

### **Intern Site Supervisor**

#### **Intern Placements**

Intern placements are not guaranteed each semester. The lead faculty in each discipline will work to identify potential students who might be a good fit for your business or organization. The faculty’s goal is to find a match between the student’s skills and the needs of your company.

#### **Step by Step Guide to Working with Your Tools Intern**

1. Work with the lead faculty to schedule an interview with your potential intern candidate. (The purpose of the interview is for both you and the student to determine if the placement is a fit as well as giving the student a “practice” interview experience. The intern should provide you with: a cover letter, resume, and two letters of recommendation.)
2. If you and the intern determine that the placement is a good fit meet with the intern to complete a contract and design an intern project.
3. Assist the intern in becoming familiar with your work site and then give them feedback on an ongoing basis.
4. Complete a mid-semester and final evaluation of the intern.

## **Role of Intern Site Supervisor**

*Supervisor is responsible to:*

1. Participate in an interview with the prospective intern.
2. Clearly arrange a time and place to meet your student on their first day of work.
3. Provide an early orientation to your area and help the intern become familiar with the setting, other employees in your area, office protocol, dress code, and resources within your work area.
4. Encourage good work habits by clearly stating your expectations at the beginning of the internship and modeling that behavior.
5. Provide specific directions, clear expectations, and daily communication.
6. Work with the intern to define and work toward an intern project that will be completed during the course of the semester.
7. Assign activities or project-related tasks that build on the intern's skills.
8. Give feedback on a regular basis. Positive comments help build self-confidence. Constructive critiques in a supportive manner also help your intern develop professional skills.
9. Encourage your intern to participate in team projects and meetings when appropriate. Interns often perform better when they can see the "big picture" and feel like they are contributing to the project's success.
10. An employee from your team should always be present in the general area when an intern is working, in case of an emergency.
11. Communicate with the lead faculty contact as soon as possible if questions or concerns arise.

## **Required Paperwork**

Semester beginning and end:

1. At the beginning of the semester, meet with your intern to discuss work schedule, goals for the semester, and define the intern project. Sign contract and intern proposal forms.
2. Before the designated due date at the end of the semester, meet with your intern to evaluate the learning goals established at the beginning of the semester and the intern project success.

## **Worker's Compensation/Student Payment**

The College District will provide Workers' Compensation insurance. All other costs associated with employing the student are the responsibility of the internship site.

## **Intern Course Instructor**

### **Role of the Intern Course Instructor**

The internship requires that students attend a one hour weekly seminar as well as participate in weekly online discussions. The Intern Course Instructor facilitates the assignments and content of the class and helps students define and develop their goals, troubleshoot issues that arise in the workplace, and demonstrate their competence in the soft skills the course focuses on. The Intern Course Instructor also works in conjunction with Lead Faculty to match interns to sites and complete the interview process and necessary paperwork.

### **Fall 2008 Intern Course Instructor**

Adrienne Webster (209) 588-5275 webstera@yosemite.edu

## **Lead Faculty**

### **Step by Step Guide to Facilitating Internship Placements**

1. Meet with the internship site to discuss internship placements and specifics of internship. Identify and recruit students for internship placements.
2. Provide the Internship Site Supervisor with this handbook.
3. Work with Intern Course Instructor to be sure students prepare the necessary documents (cover letter, resume, letters of recommendation).
4. Facilitate an interview between the student and the internship site supervisor.
5. Ensure that the internship site supervisor works with the student to complete the contract and intern project design forms.
6. Communicate with the Internship Site Supervisor

### **Role of Lead Faculty**

Lead faculty from a variety of disciplines work with internship site supervisors to develop internship sites. They also identify and recommend students to participate in the internship. Please let them know your specific needs and interests for intern placements.

We want to hear about intern successes, but we are also available to help with any concerns or difficulties that may arise. Don't hesitate to call; *early knowledge* of a potential problem can result in actions to solve the problem, assuring success for all.

### **Fall 2008 Lead Faculty:**

<u>Name</u>	<u>Discipline</u>	<u>Contact</u>
Erik Andal	Auto Tech	(209) 588-5200 andale@yosemite.edu
Randy Barton	Business	(209) 588-5217 bartonr@yosemite.edu
Melissa Colon	Computer Science	(209) 588-5092 <a href="mailto:colonm@yosemite.edu">colonm@yosemite.edu</a>
Brian Greene	Librarian	(209) 588-5179 greeneb@yosemite.edu
Ida Ponder	Business	(209) 588-5304 ponderi@yosemite.edu
Kathy Schultz	Computer Science	(209) 588-5364 <a href="mailto:schultzk@yosemite.edu">schultzk@yosemite.edu</a>
Don Smith	Computer Science	(209) 588-5348 <a href="mailto:smithdo@yosemite.edu">smithdo@yosemite.edu</a>
Kathy Sullivan	Child Development	(209) 588-5377 <a href="mailto:sullivank@yosemite.edu">sullivank@yosemite.edu</a>
Gene Womble	Hospitality Management	(209) 588-5135 wombleg@yosemite.edu

## **Role of Student Intern**

1. The intern is responsible for timely completion of appropriate tasks and projects, as assigned by their supervisor. There is often a steep learning curve.
2. Students are expected to take an active role in their learning, using good judgment and maturity in all matters.
3. Excellent work habits and job appropriate interpersonal skills are expected.
4. The intern is required to work a total of 64 hours during the semester.
5. The intern will complete an intern project during the course of the semester.
6. Interns must enroll in and participate weekly in the INDIS 170BC Tools II Internship course.

## **Required paperwork**

Before the semester begins students will prepare:

- 2 letters of recommendation (1 from Columbia College faculty or staff and 1 from other non-relative reference)
- Student cover letter/letter of interest including:
  - Why you are interested in being an intern
  - What has prepared you for the internship
  - What you hope to gain by participating in the program

At the beginning of the semester student will:

- Complete a contract and intern project proposal with their intern site supervisor
- Sign a code of conduct contract

Ongoing:

- Document time at internship

## **Intern Projects**

Each intern will develop an intern project to be completed during the course of their internship. The purpose of the intern project is to give the student a focal point for their internship experience and a forum for demonstrating “tools competencies” (communication and negotiation, organizational techniques, professionalism and leadership, effective relationships, and project and resource management). The intern project should be developed by the student in cooperation with the internship site supervisor. The internship project should have a clear product or end point that the student and intern site supervisor agree to be reasonable within the time frame of the internship. For example a student might design a handbook, complete a contract with a customer, or develop or enhance a website, etc.