Faculty
Internship Supervisor Handbook
2014-15

Hart Career Center
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*Interns on front cover:* Cody Wynn, Abbott Labs; Corey Williams, McLean County Museum of History; Marci Pape, State Farm Insurance; Rachel Paturi (with Brian Udovich ‘98), Rough & Tumble Films; Melissa Ramirez (with students), Western Avenue Community Center; Matt LaLonde, Habitat for Humanity of McLean County

*Faculty Supervisors on page 5:* Christina Isabelli; Rebecca Gearhart; Jerry Olson

*Student interns on page 14:* Emily Simpson, Miller Park Zoo; Katelyn Scott, Smithsonian, DC
Academic Internships at Illinois Wesleyan University: A Collaborative Effort

Introduction:
Illinois Wesleyan University has a centralized internship program coordinated and managed by the Hart Career Center. Our successful program relies on the collaborative efforts of four partners: the Student Intern, Faculty Supervisor, the Internship Site and the Hart Career Center.

The Career Center is responsible for internship operations and program support for faculty and students from all university departments. The Internship Coordinator at the Career Center establishes and maintains positive relationships with internship sites and assists students with internship searching and applications. The Coordinator also provides the administration of the internship database, intern records, academic credit registration and internship evaluation.

Faculty Supervisors from individual departments provide the academic supervision and oversight for students participating in for-credit internships. Faculty supervisors provide approval for academic credit from their individual department ensuring that both the student and the internship experience meet the appropriate criteria for the department and university. Additionally, supervisors monitor the internship progress by maintaining contact with both the intern and the site manager throughout the academic semester, providing feedback on student assignments and conducting a final evaluation of the student’s internship and academic experience.
Benefits of Internship Programs

Students - Internships provide an opportunity to:
• Explore possibilities and “test drive” future careers
• Develop valuable skills and career-related experience
• Apply classroom knowledge to real-world situations; increase relevance of coursework
• Build a network of contacts and begin networking professionally
• Enhance marketability for graduate school or jobs after IWU
• Gain job-seeking and employment skills; potentially boosting maturity, self-confidence and professionalism
• Possibly earn money, academic credit or a future job offer

Internship Site – Internships provide:
• Access to highly motivated and talented students who are eager to learn
• Assistance with special initiatives or projects
• Source of fresh perspectives, insights, and ideas for the organization
• Cost-effective way to preview, recruit and evaluate potential employees
• Opportunity to share expertise by serving as a professional mentor
• Chance to give back to the community and contribute to the educational process

Illinois Wesleyan University – Internships provide:
• Opportunity to further develop relationships with employers leading to professional jobs and internships for students
• Chance to enhance classroom discussions with experiences and real-world examples
• Support for the educational mission by providing valuable learning outside the classroom
• Prospects for corporate and community support for the university

What Employers say …

“What an outstanding intern. We are very pleased to be able to offer her a full-time position in the near future!”  - Country Financial

“We could not ask for a better person to represent both IWU and our station.”  - Great Plains Media

“Our intern was a delight to work with – hardworking, dependable, and intelligent, with excellent research skills.”  - McLean County Museum of History

What Interns say …

“This enabled me to gain more experience…that I will carry with me into my future career as an educator.”

“I met a lot of great people and learned how to be professional in a business setting. I also got out of my comfort zone!”

“The internship has challenged me to push beyond my pre-conceived limitations and has allowed me to become an active participant in my community.”

“I deal with real-life situations and am given the opportunity to contribute using my skills.”
Resources for FACULTY SUPERVISORS
Illinois Wesleyan University

Guidelines for Internships Completed for Academic Credit

Adopted by IWU Faculty, April 21, 2014

I. "Internship" definition: According to the National Society for Experiential Education (NSEE), an internship is "Any type of carefully planned and monitored work or service experience in which a student has intentional learning goals and reflects actively on what he/she is learning through the experience." NSEE notes that internships can be part-time or full-time, paid or unpaid, for academic credit or non-credit program. While credit and not-for-credit internships completed by IWU students may share many qualities, the following guidelines refer specifically to internships completed for academic credit at IWU.

II. Areas for Student Development: Participation in an academic internship has the potential to enhance academic discipline-related knowledge by enabling a student to acquire further experience, knowledge, and skills while testing or applying theories learned in the classroom. Internships also enable students to develop self-motivation, self-direction, and self-reliance, and to use textbook knowledge, methods of inquiry, and critical thinking to solve real problems in a more expansive environment consistent with a liberal arts education.

III. General Expectations for Student Work: Students completing internships for academic credit will be expected to complete the following work:

A. Students must meet with the faculty member who will supervise the internship in order to identify the learning goals most relevant for the student’s short-term and long-term goals.

B. Students are required to spend 160 hours on-site at an internship for 1 full course unit of credit.

C. In addition to on-site work, students will
   1. complete an academic project and/or on-site projects that have been approved by the faculty supervisor. For example:
      a. literature review
      b. analysis paper of public policy controversy
      c. organizational analysis (in writing or oral)
      d. portfolio of work (art, graphics, articles, results of projects, etc.)
      e. other projects that help students meet learning goals
   2. complete a self-reflective assignment. For example:
      a. journal or diary
      b. written evaluation
      c. other
   3. maintain ongoing contact with their IWU faculty supervisor
   4. complete a follow-up internship evaluation form for the Career Center and/or faculty supervisor.
IV. Guidelines for Faculty Supervision of Student Interns: Responsibilities of faculty supervising academic internships include the following:

A. Holding pre-internship conferences with students interested in pursuing internships. During the pre-internship conferences, faculty will
   1. determine if the student is prepared to take on an academic internship by
      a. discussing the student’s objective
      b. advising students on the process for obtaining academic credit *
   2. determine if the potential experience warrants academic credit by
      a. discussing internship duties and responsibilities
      b. contacting the internship provider
   3. help the student complete the "Internship Learning Contract"

B. Monitoring and providing appropriate feedback on student assignments, including
   1. the academic project and/or projects completed for provider (see examples under "General Expectations for Student Work")
   2. self-reflective assignments (see examples under "General Expectations for Student Work")

C. Maintaining contact with on-site supervisors and students
   1. Rationale for maintaining contact includes
      a. monitoring and evaluating student’s progress
      b. serving as an ambassador for the university in the community
   2. The faculty supervisor ideally will have the following contacts with on-site supervisors:
      a. at least two contacts, as well as one on-site visit when circumstances permit
      b. other contacts as needed
   3. The faculty supervisor ideally will have the following contacts with students:
      a. ongoing/periodic contact (seminars, personal conferences, etc.) when circumstances permit
      b. at least midterm and final evaluation contacts
      c. other contacts as necessary

D. Conducting final evaluations of the student’s internship experience. This includes
   1. communicating with the on-site supervisor regarding student work
   2. evaluating student performance on the basis of academic assignments, supervisor feedback, and other contacts
   3. forwarding final evaluation to the registrar
   4. communicating any concerns or special issues to the Career Center Internship Coordinator

(Original version of this document adopted by IWU Faculty, February 1, 1999)
Standards of Practice

NSEE (National Society for Experiential Education)

Regardless of the experiential learning activity, both the experience and the learning are fundamental. In the learning process and in the relationship between the learner and any facilitator(s) of learning, there is a mutual responsibility. All parties are empowered to achieve the principles, which follow. Yet, at the same time, the facilitator(s) of learning are expected to take the lead in ensuring both the quality of the learning experience and of the work produced, and in supporting the learner to use the principles, which underlie the pedagogy of experiential education.

**Intention:** All parties must be clear from the outset why experience is the chosen approach to the learning that is to take place and to the knowledge that will be demonstrated, applied or result from it. Intention represents the purposefulness that enables experience to become knowledge and, as such, is deeper than the goals, objectives, and activities that define the experience.

**Preparedness and Planning:** Participants must ensure that they enter the experience with sufficient foundation to support a successful experience. They must also focus from the earliest stages of the experience/program on the identified intentions, adhering to them as goals, objectives and activities are defined. The resulting plan should include those intentions and be referred to on a regular basis by all parties. At the same time, it should be flexible enough to allow for adaptations as the experience unfolds.

**Authenticity:** The experience must have a real world context and/or be useful and meaningful in reference to an applied setting or situation. This means that it should be designed in concert with those who will be affected by or use it, or in response to a real situation.

**Reflection:** Reflection is the element that transforms simple experience to a learning experience. For knowledge to be discovered and internalized the learner must test assumptions and hypotheses about the outcomes of decisions and actions taken, then weigh the outcomes against past learning and future implications. This reflective process is integral to all phases of experiential learning, from identifying intention and choosing the experience, to considering preconceptions and observing how they change as the experience unfolds. Reflection is also an essential tool for adjusting the experience and measuring outcomes.

**Orientation and Training:** For the full value of the experience to be accessible to both the learner and the learning facilitator(s), and to any involved organizational partners, it is essential that they be prepared with important background information about each other and about the context and environment in which the experience will operate. Once that baseline of knowledge is addressed, ongoing structured development opportunities should also be included to expand the learner’s appreciation of the context and skill requirements of her/his work.

**Monitoring and Continuous Improvement:** Any learning activity will be dynamic and changing, and the parties involved all bear responsibility for ensuring that the experience, as it is in process, continues to provide the richest learning possible, while affirming the learner. It is important that there be a feedback loop related to learning intentions and quality objectives and that the structure of the experience be sufficiently flexible to permit change in response to what that feedback suggests. While reflection provides input for new hypotheses and knowledge based in documented experience, other strategies for observing progress against intentions and objectives should also be in place. Monitoring and continuous improvement represent the formative evaluation tools.
Assessment and Evaluation: Outcomes and processes should be systematically documented with regard to initial intentions and quality outcomes. Assessment is a means to develop and refine the specific learning goals and quality objectives identified during the planning stages of the experience, while evaluation provides comprehensive data about the experiential process as a whole and whether it has met the intentions which suggested it.

Acknowledgement: Recognition of learning and impact occur throughout the experience by way of the reflective and monitoring processes and through reporting, documentation and sharing of accomplishments. All parties to the experience should be included in the recognition of progress and accomplishment. Culminating documentation and celebration of learning and impact help provide closure and sustainability to the experience.

Paid / Unpaid Internships

U.S. Government Statement on distinguishing between paid and unpaid internships

The U.S. Department of Labor (DOL) considers an unpaid internship in a for-profit company legitimate if it meets all of the following six criteria. (May 2010)

1. The internship, even though it includes actual operation of the facilities of the employer, is similar to training which would be given in an educational environment;
2. The internship is for the benefit of the intern;
3. The intern does not displace regular employees, but works under the close supervision of existing staff;
4. The employer that provides the training derives no immediate advantage from the activities of the intern; and on occasion its operations may actually be impeded;
5. The intern is not necessarily entitled to a job at the conclusion of the internship; and
6. The employer and the intern understand that the intern is not entitled to wages for the time spent in the internship.

For more details, see U.S. Department of Labor Fact Sheet #71 (www.dol.gov)

CEIA (Cooperative Education and Internship Association) Position on Unpaid Internships

CEIA aims to provide resources and guidance for educators and employers engaging in internship programs. This organization actively supports student participation in valuable internship experiences which offer dedicated supervision, meaningful and educationally relevant work, and opportunities for mentoring and networking. These experiences are to be of value to both parties, allowing for purposeful and effective outcomes.

Though employers decide if an internship will be funded, educators determine when an internship is credit worthy. CEIA supports the fact that academic credit is not the same as compensation. CEIA recognizes that there are also stipulations and guidelines which may impact financial compensation. All employers are strongly encouraged to follow rules and regulations pertaining to local and federal labor laws when determining remuneration options. Knowing there is not one universal procedure within the higher education community for documenting internships, employers are encouraged to acknowledge each educational institution’s policies in order to best serve the student. July 2011
Internship vs. Part-time Job – what’s the difference?

Helping students to distinguish between an internship and a part-time job is important. Internships are pre-professional career training experiences with intentional learning goals. The following comparisons are helpful in making the determination:

<table>
<thead>
<tr>
<th><strong>INTERNSHIP</strong></th>
<th><strong>PART-TIME JOB</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Compensation:</strong></td>
<td>Compensation: monetary pay</td>
</tr>
<tr>
<td>many possible options</td>
<td></td>
</tr>
<tr>
<td>Academic credit/no credit</td>
<td></td>
</tr>
<tr>
<td>Salary or stipend/no payment</td>
<td></td>
</tr>
<tr>
<td>Credit and pay</td>
<td></td>
</tr>
<tr>
<td><strong>Learning:</strong></td>
<td>Learning: learn tasks of job to complete the work but not necessarily for personal, professional or academic gain</td>
</tr>
<tr>
<td>learning objectives devised that reflect the goals of the student, the outcomes expected by employer, and requirements of faculty supervisor (if for credit)</td>
<td></td>
</tr>
<tr>
<td><strong>Work:</strong></td>
<td>Work: assigned work that needs to be completed; tasks not necessarily professional</td>
</tr>
<tr>
<td>projects or ongoing work that is purposeful and of a professional nature</td>
<td></td>
</tr>
<tr>
<td><strong>Duration/Hours:</strong></td>
<td>Duration/Hours: no specific start/end date or designated time frame</td>
</tr>
<tr>
<td>typically part-time during a semester (10-20 hours/week) or part- or full-time during a summer (2-3 months); occasionally extended into next semester or repeated in consecutive summer</td>
<td></td>
</tr>
<tr>
<td><strong>Supervision:</strong></td>
<td>Supervisor: authority figure to whom an employee reports</td>
</tr>
<tr>
<td>professional supervisor serves as mentor to assist student in learning process</td>
<td></td>
</tr>
<tr>
<td><strong>Skill development:</strong></td>
<td>Skill utilization: perform tasks to fill a position with the place of employment; may or may not learn skills in the process of employment</td>
</tr>
<tr>
<td>allows for learning of transferrable skills</td>
<td></td>
</tr>
<tr>
<td><strong>Goal:</strong></td>
<td>Goal: employment and monetary gain</td>
</tr>
<tr>
<td>An opportunity to obtain “real world” experience in a field of interest and to enhance student’s career development</td>
<td></td>
</tr>
</tbody>
</table>

*Adapted from University of North Carolina Wilmington Faculty Internship Guide*
Illinois Wesleyan Internship Evaluation Form
Developing Talent, Strengthening Character

Name of Intern_________________________________________________

Name of Organization_____________________________________________

A. The Supervisor should complete this evaluation during the last few weeks of the internship using the rating key below.
   Please make any additional comments on the line provided in each area.
B. The Supervisor should review the evaluation with the Intern if possible before the end of the internship.

Rating key for Intern Performance Reviews

<table>
<thead>
<tr>
<th>Determination of performance level</th>
<th>Rating Key</th>
<th>Evaluation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Performance is without question superior, and all standards and objectives have been clearly exceeded. Interns whose performance puts them in the “Outstanding” category serve as example to their peers. Initiative and leadership are clearly exhibited.</td>
<td>5 – Outstanding</td>
<td></td>
</tr>
<tr>
<td>Performance is clearly and indisputably above average, with all of the standards and objectives having been met and a substantial number of the objectives having been exceeded.</td>
<td>4 – Very Good</td>
<td></td>
</tr>
<tr>
<td>Performance is totally acceptable, with the standards and objectives for the internship having been met. Represents the level of performance expected from most of our interns.</td>
<td>3 – Effective</td>
<td></td>
</tr>
<tr>
<td>Performance is below the standards expected. Below average performance that lacks appropriate professional and personal attitudes and/or technical skills. Exhibits deficiencies that could prevent advancement unless corrected.</td>
<td>2 – Marginal</td>
<td></td>
</tr>
<tr>
<td>Performance fails to meet minimum standards.</td>
<td>1 – Unacceptable</td>
<td></td>
</tr>
</tbody>
</table>

Intern Performance Review

<table>
<thead>
<tr>
<th>Instruction</th>
<th>Follows instruction appropriately. Performs tasks with little or no supervision.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality</td>
<td>Completes tasks accurately and thoroughly. Work reflects neatness, attention to detail and conformance to company standards.</td>
</tr>
<tr>
<td>Quantity</td>
<td>Completes an expected value of assigned or related activities.</td>
</tr>
<tr>
<td>Planning</td>
<td>Sets realistic goals. Organizes and prioritizes assigned tasks. Is able to manage multiple assignments.</td>
</tr>
<tr>
<td>Communication</td>
<td>Expresses verbal and written ideas effectively.</td>
</tr>
</tbody>
</table>


| **Teamwork** – Interacts with others effectively. |
| **Attendance** – Is punctual and regular in attending work, meetings, and appointments. |
| **Presence** – Exhibits self-confidence, poise, tact, and maturity. Projects a professional appearance. |
| **Versatility** – Is flexible in effectively dealing with new or unusual situations. |
| **Initiative** – Is a self-starter. Recognizes tasks within his/her realm of authority and assumes responsibility. |
| **Judgment** – Perceives and distinguishes relationships and/or alternatives. Makes sound decisions. |
| **Competence** – Demonstrates knowledge and applies skills appropriate for carrying out tasks and solving problems. |
| **Attitude** – Displays a willingness to learn. Accepts suggestions and guidance in a positive, enthusiastic manner. |
| **Dependability** – Is reliable and follows through in an appropriate and professional manner. |

**Summary Evaluation**

Indicate the intern’s appropriate performance level:

Check One:  ____ Outstanding  ____ Very Good  ____ Effective  ____ Marginal  ____ Unacceptable

Comments on intern’s overall performance:

---

**Name of Evaluator** ____________________________ **Date** ____________

Please return completed form to:  Laurie Diekhoff, Assistant Director/Internship Coordinator  
Fax: (309) 556-3065  Hart Career Center  
Phone: (309) 556-3326  Illinois Wesleyan University  
Email: diekhoff@iwu.edu  P.O. Box 2900  
**THANK YOU!**  Bloomington, IL 61702-2900
Additional Resources for Faculty Intern Supervisors:

National Professional Organizations:
(Career Center is a member of these organizations)

- NSEE: National Society for Experiential Education, nsee.org
- CEIA: Cooperative Education and Internship Association, ceiainc.org
- NACE: National Association of Colleges and Employers, naceweb.org

Books:

The Successful Internship: Personal, Professional, and Civic Development / Edition 3 by H. Frederick Sweitzer, Mary A. King

The Internship as Partnership: A Handbook for Campus-Based Coordinators & Advisors by Robert P. Inkster, Roseanna G. Ross (available at the Career Center)

Hart Career Center:

- Lists of previous internship sites and contacts
- Internship searching resources, Titan CareerLink database
- Sample learning objectives and plans
- Sample syllabi and departmental guidelines
- Faculty Internship Supervisor Handbook – updated version available on website

Contact the Hart Career Center or members of the Internship and Career Center Liaison Committee with questions or for additional assistance:

Hart Career Center
Laurie Diekhoff, Assistant Director and Internship Coordinator
2nd Floor, Minor Myers Welcome Center
Diekhoff@iwu.edu
309-556-3326

ICCLC Members (2013-14)
Leslie Betz
Karen Bussone
Amit Ghosh
Dave Marvin
Jerry Olson
Stacey Shimizu
Jim Sikora
Curtis Trout
Resources for

STUDENTS
Internships- Experience the Possibilities!
Laurie Diekhoff, Assistant Director/Internship Coordinator
diekhoff@iwu.edu - (309) 556-3326

"Nothing ever becomes real till it is experienced." - John Keats

Internships offer opportunities to make your education "real" by providing practical work experience in your major field of study or career interest area.

**Internships allow you to:**

- Explore possibilities of future careers
- Gain valuable skills and career-related experience
- Apply classroom knowledge to real-world situations
- Establish professional contacts and begin networking
- Possibly earn money, academic credit or a future job offer

**Frequently Asked Questions:**

**When should I intern?** Anytime! Students do internships over the summer and also during the academic year. In the fall and spring semester, interns will typically work 12-15 hours a week. Many interns will work full-time in May Term and through the summer. Intern when you are ready; anytime from second semester of your first year to the summer after you graduate.

**Where can I intern?** Anywhere! Many local organizations offer convenient access to internships in the Bloomington-Normal area; this is a perfect option during the fall and spring semesters. However during the summer, students can intern in their hometowns, in other states, and even abroad. IWU is also affiliated with academic-year internship programs in Chicago, Washington, D.C., and New York City.

**When should I start looking for an internship?** Now! It's never too early to start searching for possibilities! The Career Center receives internship listings continuously and most organizations accept applications on a rolling basis. Begin searching at least a semester before you’d like to intern. National deadlines for summer internships are quite early. Getting a head start will provide you with more options.

**Does the Hart Career Center find an internship for me?** No! The Hart Career Center assists you, but students and employers choose each other. No employer is assigned an intern and no student is given an internship. The internship search parallels the job search.

**Are interns paid?** Sometimes! Internships can be paid or unpaid; employers determine whether or not the internship is paid. Whether paid or not, the experience you receive is a valuable form of payment for an internship.

**Can I receive academic credit for my internship?** Perhaps! Academic departments make this determination. It may be possible to receive academic credit for an internship, but many students participate for experience only. Should you desire academic credit toward your degree, check out our
**Academic Credit Procedures** document. You'll need to work with a faculty supervisor to complete an **Internship Learning Contract**. The completed Contract is turned in to the Career Center. The Career Center then notifies the Registrar to enroll you in the appropriate Internship course.

**Where do I begin? With yourself!** Before you start searching for an internship, you need to set some goals for yourself and evaluate what you want and need from an internship. Ask yourself the following questions:

- What are my career interests? What kind of work do I want to do?
- What kind of organization or industry intrigues me?
- What personal traits, skills, or knowledge would I like to develop?
- When can I fit an internship experience in to my schedule?
- Where am I willing or able to intern?
- What are my income needs and transportation options?

Once you have done some goal setting, you are ready to begin the search process.

**Start here!** A great place to start is at the IWU Hart Career Center. Hundreds of internship opportunities are available to you through the Career Center's Internship Program. Our program is centralized, which means no matter what your area of study, the Hart Career Center can help you to find internship opportunities. We post all of the positions we hear about on our online database, **Titan CareerLink**.

**Are there other places to look for internships? You bet!** Here are a few other search suggestions:

- [www.internmatch.com](http://www.internmatch.com) and [www.internships.com](http://www.internships.com) - two large national databases of internship opportunities.
- [www.iscpa.org](http://www.iscpa.org) - The ISCPA (Illinois Small College Placement Association) website. ISCPA is a consortium of 25 small colleges in Illinois that work together to share job search resources.
- [www.indeed.com](http://www.indeed.com) and [www.simplyhired.com](http://www.simplyhired.com) - both of these are "spider sites" that pick up internship postings from company websites and other job search sites.
- [www.idealist.org](http://www.idealist.org) is a similar site for non-profit positions in the U.S. and abroad.
- Visit company websites if you have ideas for where you'd like to work. Look for their employment or college relations page for internship information.
- Try a Google search - you'll be amazed at what you'll find.
- Network - let your family, friends, professors, and neighbors know what you're looking for! Personal references are still one of the best ways to land a position.
- Attend an Internship Fair - Fairs provide an excellent opportunity for you to find out what types of internships are available and to begin making some professional connections.
- Contact an IWU Alum - you can search for alumni by occupation or geographic location through the mentoring option in Titan CareerLink. These alumni have volunteered to provide students with career guidance and assistance.
- Check out Career Insider by Vault - an online career library with tons of information about companies and opportunities. Enter your IWU email for a password.
- Consider one of our Affiliated Programs
- Visit the [IWU International Office](http://www.iwu.edu/international) - If you are interested in an internship abroad, there are tons of options through our study abroad affiliate programs.
- Drop by the Hart Career Center - our career resource library has tons of directories and internship resources for you to explore.
- Schedule an appointment - Want more assistance? Call 556-3071 to schedule an appointment with Laurie Diekhoff, Assistant Director/Internship Coordinator at the Hart Career Center.
Where have IWU students interned?  All over! Last year, over 480 internships were reported to the Career Center. Students have contributed their talents through internships in organizations throughout the United States and abroad and have had some amazing experiences. (see website for maps of past intern locations)

Not sure where students with your major intern? Check out this new search tool to learn about the internship positions students have held over the past several years: https://php.iwu.edu/internships/

How do I prepare to apply?

1. Develop a polished and error-free resume. The Career Center staff would be happy to review your resume. Stop by during drop-in hours or schedule an appointment 556-3071

2. Write a Cover Letter if needed. Many positions will ask for a letter of interest with your resume.

3. Get ready for an interview. If a company likes your resume, they will probably want to schedule an interview. Plan for interview success:

   - Research the organization and prepare specific questions to ask.
   - Practice answering typical interview questions. Sign up to participate in the Career Center's practice interview program.
   - Prepare to dress professionally on interview day.

4. Follow up, follow up, follow up!

   - If it’s been one-two weeks since you applied or since the deadline passed, it’s okay to follow up politely with a note or phone call inquiring about the status of your application.
   - Similarly, you should follow up an interview with a thank you note.
   - Once you receive an offer and decide to accept a position, it’s essential to follow up with the organization to let them know your plans. Additionally, you need to contact employers to formally withdraw from any active searches when you have accepted a position (see more guidelines for handling offers).

After I’ve found an internship, what’s next?

   - If you’re planning to receive academic credit for the internship, you’ll need to visit with your faculty internship supervisor, fill out the Internship Learning Contract, and turn it in to the Hart Career Center. The Career Center will notify the Registrar to enroll you in the Internship course for your department. Paperwork is due before the last day to add a class in a semester or June 15th for summer credit.
   - If you plan to do a non-credit internship, the Career Center would still like to know about your position for our internship records and for employer contacts and evaluations. You can turn in a simple Internship Report (.doc).
   - Clarify expectations with your employer. Confirm start date, hours, job responsibilities, salary, dress, supervisor, etc. It’s a great idea to put your agreement in writing.
   - Make the most of your internship experience! Take initiative; observe and learn; be professional; find a mentor; communicate respectfully; be a team player; and have fun.

What if I still have questions or need assistance? Contact Laurie Diekhoff, Assistant Director/Internship Coordinator at the Hart Career Center. You can schedule an appointment by calling (309) 556-3071, or send questions via email to diekhoff@iwu.edu
Off-campus Study/Internship Affiliated Programs

Study Abroad Program Internships  iwu.edu/studyabroad/ - IWU is affiliated with many study abroad programs that offer internship opportunities for our students as a component of their study abroad experience. If students are interested in internships abroad, talking with the Study Abroad office about these programs is a great place to start.

Chicago, Washington DC, or New York City Programs - If students are interested in spending a semester in one of these cities, they might want to check out the following approved programs:

Chicago Program - Associated Colleges of the Midwest  acm.edu/chicago
The ACM Chicago Program engages students academically, professionally, and personally. The primary areas of emphasis in the program are Arts, Entrepreneurship, and Urban Studies – students have the opportunity to explore one of these topics in depth, or participate in classwork and projects across these disciplines. The program offers an innovative mix of academic work, including an internship, independent study project, common core course about the city of Chicago, and a variety of seminars focused on the arts and creativity, innovation and entrepreneur-ship, and urban studies and social justice. Program available only in the fall & spring semesters.

Washington Semester Program – American University  american.edu/washingtonsemester
The Washington Semester Program was designed to bring students to the nation's capital to study government through first-hand experience and contact with political, business, and community leaders. Throughout its 50-year history, the program has blended the traditional academic environment with experiential learning. It offers students an opportunity to live, work, and learn in Washington, D.C. The program involves: an educational seminar, an internship, and a research project or elective class. Students choose a program of interest from 10 options (ranging from Journalism or Foreign Policy to American Politics or International Environment & Development). Some programs include a study abroad component. The complete program is offered in fall and spring with the internship component offered in summer.

Georgetown Semester in Washington  scs.georgetown.edu/departments/19/semester-in-washington
The Semester in Washington Program at Georgetown University combines the extraordinary resources of the nation's capital with Georgetown's rich heritage, creating an unparalleled learning experience. By studying in one of the most culturally and politically vibrant cities, you will have a firsthand opportunity to examine the complex issues facing nations, organizations and decision makers today, along with the forces that drive policy and shape history. Students study and intern in one of the six following areas: Politics and Public Policy; International Relations; Law, Legislation and Politics; Religion and Political Culture; International Commerce and Trade; Journalism, Politics and the Media. Offered year-round.

Marist in Manhattan Program – Marist College  marist.edu-commarts/maristinmanhattan/
Get the practical experience you need to succeed in the exciting world of art, fashion, or media. Marist in Manhattan combines a residential stay and a full-time credit-bearing internship with some of the industry’s top companies, complemented by group activities, lectures, networking opportunities, and all that the City has to offer. The main focus of this program is an internship with a major media company or organization. Students are also required to enroll in two online courses during the semester. As the media capital of the world, New York provides exciting internship opportunities, including: Television shows, Public Relations Agencies, Network News, Sports Shows & Teams, and Magazines. This program is only available in fall and spring semesters.
Procedures for Establishing Internships for Academic Credit

Academic credit for an internship experience may be awarded through participating departments and schools at IWU during the academic year (fall, spring or May term) or during summer. Please note:

- For one full course unit of credit, interns must spend a minimum of 160 hours on-site at the internship.
- Credit must be requested for the term in which the majority of the internship hours are completed.
- Not all departments offer internship credit, and not all departments that offer internship credit support internship credit during the summer.

If you are interested in obtaining credit for an internship, the following steps should be followed:

1. **Identify a Faculty Supervisor.** A faculty supervisor must sponsor each student receiving credit for internship participation. Your faculty supervisor will need to be from the department or school that most appropriately matches the focus of your internship as well as from the department or school from which you wish to receive academic credit. **Inquire at the Career Center if you are not sure if your department offers internship credit or what faculty member to approach.**

2. **Discuss Plans.** Make arrangements with a prospective faculty supervisor to discuss your internship interests and academic/career goals. Become familiar with the specific departmental policies and requirements for obtaining credit for an internship.

3. **Confirm the Offer and Internship Requirements.** After receiving an internship offer, discuss it with your faculty supervisor and make arrangements to discuss requirements and conditions with your prospective on-site internship supervisor.

4. **Complete the Internship Learning Contract.** Complete the intern portions of the document and ask your faculty supervisor and on-site internship supervisor to complete their appropriate portions of the form. The statement of agreement at the bottom of this two-page form should be signed by all parties. Submit your completed Learning Contract to Laurie Diekhoff (diekhoff@iwu.edu) at the Hart Career Center before the last day to add a class deadline for fall, spring or May term credit.

   To request summer academic credit, students must complete the Learning Contract AND a Summer Internship Enrollment form for the Registrar’s Office. Both forms are due June 15th. Both the Learning Contract and the Summer Enrollment form can be picked up at the Career Center or downloaded from the Career Center Website.

5. **Get registered for Credit.** Upon receipt of the Learning Contract, the Internship Coordinator will notify the Registrar that you have completed all the necessary documents with required signatures. At that point, the Registrar will register you for the course indicated on your Learning Contract. **Please note: if you are already registered for a full load for the semester, you will need to drop a class or petition for an overload before you can be registered for the internship course.**

6. **Complete Internship Requirements.** Your Internship Learning Contract has outlined your on-site responsibilities and academic requirements. Both will be taken into account when your faculty supervisor evaluates your performance. Keep in mind that academic credit is not awarded for simply participating in an internship. Be sure that you understand the requirements outlined in your Contract: how often you will meet with your faculty supervisor, what assignments are to be completed, when they are due, how they will be evaluated, and how they will count toward your graduation and/or major requirements.

   **’s – contact Laurie Diekhoff, Internship Coordinator, Hart Career Center
diekhoff@iwu.edu or (309)556-3326 – download forms & instructions at iwu.edu/ccenter
Hart Career Center, Illinois Wesleyan University

INTERNSHIP LEARNING CONTRACT

Name_________________________ Address_________________________ City/Zip________________

Major_________________________ Minor_________________________ Student e-mail________________

Class status (during Internship): F S J Sr Graduation date_________ Phone_____________________

Term of Internship Credit: ☐ Fall 20____, ☐ Spring 20____, ☐ May 20____, ☐ Summer 20____

NOTE: Credit can only be requested for the term in which the majority of the internship hours are completed.

List other courses will you be enrolled in during this term: ________________________________

_________________________________________________________________________________

IMPORTANT: Students will not be registered for an academic internship until an Internship Learning Contract is on file at the Hart Career Center. The contract must be turned in before the last day to add a class or June 15 for summer. If the course will be an overload, student must file a petition with IWU Registrar.

INTERNSHIP ASSIGNMENT: To be completed by on-site supervisor.

Name of Organization: ________________________________

Mailing Address: ________________________________

On-site Supervisor Name and Title: ________________________________

Phone: ________________________________ Email: ________________________________

INTERNSHIP POSITION: ________________________________

Date Internship Begins: ___________ Date Internship Ends: ___________ Number of on-site hours/week: _____

NOTE: Students are expected to complete 160 hours on-site at an internship for one full course unit of credit.

Intern's Duties and Responsibilities: (Attach position description, if available.)

Will intern receive any financial compensation? ☐ Yes ☐ No If yes, please specify wages ________________

Note: Supervisors - Please sign on back of this form!

INTERN'S LEARNING OBJECTIVES: To be completed by student intern.

Please identify your educational and professional goals for this internship and the means for accomplishing them.

Additional expectations/special conditions:
ACADEMIC REQUIREMENTS: To be completed by faculty supervisor.

Faculty Supervisor: _______________________________ Department: _______________________________

At the successful completion of this internship, ___ unit(s) will be awarded for ______________________ 

NOTE: 160 hours on-site at an internship = one full course unit. (If variable credit, 40 hours for each quarter unit of credit)

This course will be evaluated on a ☐ credit/no credit basis - or - ☐ letter-grade (A-F) system.

In addition to the evaluation submitted by the on-site supervisor, the student's performance on this internship will be evaluated by the following:

VISITATION SCHEDULE:

<table>
<thead>
<tr>
<th>Frequency during term</th>
<th>Purpose of Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student and Faculty Supervisor</td>
<td>__________________</td>
</tr>
<tr>
<td>Student and On-Site Supervisor</td>
<td>__________________</td>
</tr>
<tr>
<td>Faculty Supervisor and On-Site Supervisor</td>
<td>__________________</td>
</tr>
</tbody>
</table>

MEDICAL INSURANCE COVERAGE:

| Student Insurance #: | __________________ |
| Parent/Guardian Group Insurance #: | __________________ |
| Other #: | __________________ |

SIGNATURES:

The signatures of the undersigned indicate that the above agreements have been reviewed and approved. The student intern acknowledges personal responsibility for the internship commitment and agrees to perform the internship duties in a professional and ethical manner. The student intern has been informed of any risks inherent in the work to be performed and knowingly consents to undertake such risks. The sponsor(s) endorse the educational goals of this learning experience and agree to provide supervision and/or training to assist the student in fulfilling the conditions of this internship.

Signature of Student Intern: ___________________________ Date: ______
Signature of On-Site Supervisor: ___________________________ Date: ______
Signature of Faculty Supervisor: ___________________________ Date: ______

Submit completed form directly to the Hart Career Center before the last day to add a class or June 15 for summer. Copies will be sent to 1) Student, 2) Faculty Supervisor and 3) On-site Supervisor. Career Center will notify IWU Registrar to register student for internship course.

For Office use Only: ☐ To Student Date/Initials ☐ To Faculty Date/Initials ☐ To Supervisor Date/Initials
☐ Updated CareerLink Date/Initials ☐ Entered in Internship Report Date/Initials ☐ To Registrar Date/Initials

CCA/2014 Date/Initials
Internship Enrollment for Summer Credit

Registration Procedures and Information

1. Complete the Internship Learning Contract and return it to the Hart Career Center. (Learning Contracts are available in the Hart Career Center, Minor Myers, Jr. Welcome Center or on the Career Center web-site.) The supervising instructor’s signature is required on the Learning Contract.

2. Complete the Internship Enrollment Form and return it to the Registrar’s Office, 110 Holmes Hall. You must complete this form with all required signature to be registered.

3. The last day to register for a summer internship is June 15th.

4. The last day to remove enrollment for a summer internship is July 1. You must notify the Registrar’s Office in writing if you wish to have your summer enrollment removed.

5. All grades must be turned in to the Registrar’s Office by August 31.

Name___________________________________________________ ID___________________________
Local Address __________________________________________________________________________
Home Address ______________________________________________________________
Person to bill, if not yourself __________________________________________________________________
Billing Address __________________________________________________________________________
Course Name ________________________________ Department _____________ Course # ____________
Faculty Supervisor Name __________________________________________________________________

I understand that I have enrolled in the course and I am fully responsible for the charges. If I decide not to take the course, I must notify the Registrar’s Office in writing prior to July 1.

Student Signature ___________________________________________________ Date ________________

Required Department Signatures

Faculty Supervisor Signature _________________________________________________ Date ________________

Department Chair (or Designee) Signature ______________________________________ Date ________________

Questions regarding enrollment for summer internships may be directed to the Registrar’s Office at (309) 556-3161 or the Hart Career Center at (309) 556 –3071.

Current summer enrollment costs may be found in the University Catalog. Questions regarding payment for summer internship enrollment may be directed to the Business Office at (309) 556-3022.
Internship Report Form
Hart Career Center – Internship Program

Experience the Possibilities

Congratulations on your Internship position! Thanks for sharing information with our office. This helps with future internship development and allows us to be of better service to IWU students.

Name__________________________  Student Phone ___________________________

Class status (during Internship experience, F/So/Jr/Sr – for summer, indicate your “rising” status): __________________________

Term of Internship ( x all that apply):  __ Fall 20__,  __ Spring 20__,  __ May 20__,  __ Summer 20__.

The Internship is:  __Not for Credit,  __For Credit from ____________________________ Department.

<table>
<thead>
<tr>
<th>INTERNSHIP ASSIGNMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of Organization:</td>
</tr>
<tr>
<td>Mailing Address:</td>
</tr>
<tr>
<td>On-site Supervisor Name and Title:</td>
</tr>
<tr>
<td>Phone:</td>
</tr>
<tr>
<td>Email:</td>
</tr>
<tr>
<td>INTERNSHIP POSITION:</td>
</tr>
<tr>
<td>Date Internship Begins:</td>
</tr>
<tr>
<td>Will you receive any financial compensation?  __ Yes  __ No  If yes, please specify wages:</td>
</tr>
<tr>
<td>How did you find out about this internship?</td>
</tr>
</tbody>
</table>

THANKS for filling us in! Enjoy your Internship Experience.

The Hart Career Center

Return to: Laurie Diekhoff, Assistant Director/Internship Coordinator, diekhoff@iwu.edu
Hart Career Center, Illinois Wesleyan University, PO Box 2900, Bloomington, IL 61702-2900  (309) 556-3071

For Office Only:

☐ Internship Report _____________  ☐ eRecruit _____________
Looking for Internships? The Hart Career Center can help!

Places to start:
- Titan CareerLink – myinterface.com/iwu/student
- ISCPA Website – iscpa.org
- IWU Interns by Majors database: https://php.iwu.edu/internships/

Additional Websites –
- indeed.com
- LinkedIn.com/studentjobs
- internmatch.com
- internships.com
- internqueen.com
- simplyhired.com
- getthatgig.com
- backdoorjobs.com
- internships-usa.com Internship Series Online (user: IllinoisWes, Pass: GoTitans)
- graduatejobs.com (user: illinoiswes, Password: cc61702)

Non-profits:
- Idealist.org
- serve.illinois.gov
- Careersinnonprofits.com
- museumjobs.com

Environment:
- thesca.org
- environmentaljobs.com
- environmentalinterns.org
- chicagoenvironment.org (Ch Envir)
- ecojobs.com (user: wkistner, pass: tree)

Chicago Area:
- urbanemploy.com
- Npo.net (Chicago Non-profits)
- chicagojobs.com

Government:
- gogovernment.org
- usajobs.gov
- illinois.gov/jobs/#intern
- careers.state.gov
- Work4Illinois.gov
- govloop.com
- hillzoo.com

Public Affairs:
- opajobs.com (user: iwu, Password: wesleyan)

International Affairs:
- fpa.org

Technology:
- dice.com
- thingamajob.com
- engineerjobs.com

International:
- GoingGlobal – Access on CC Website, Online Resources User: iwustudent Pass: titan
- idealist.org
- internabroad.com
- ihipo.com
- transitionsabroad.com
- eslcafe.com

Science/Premed:
- pathwaystoscience.org
- people.rit.edu/gtfsbi
- nsf.gov
- aamc.org
- science.gov/internships
- physicstoday.org
- engineerjobs.com

Finance-Business:
- fins.com
- efinancialcareers.com

Sports:
- teamworkonline.com
- workinsports.com

Media/Communications:
- mediabistro.com
- ed2010.com
- Journalismjobs.com
- bookjobs.com

Creative:
- creativehotlist.com
- agencypimp.com
- Entertainmentcareers.net
- leagueofchicagotheatres.org

Company Websites – Look for link to Jobs, Careers or Campus Recruiting.

Network, Network, Network! – Talk to friends & family! It works. Join LinkedIn! Learn.linkedin.com

Faculty & Alumni – A wealth of information! Google – you’ll be surprised! (use location & title)

Check out IWU-affiliated programs:
- acm.edu (Chicago Programs)
- american.edu/washingtonsemester & scs.georgetown.edu/washington (DC internship/study programs)
- marist.edu/commarts/maristinmanhattan (New York Media internship/study program)

Hart Career Center – We’re here to help! Make an appointment at (309) 556-3071.
Illinois Wesleyan University Hart Career Center

Ethical and Professional Guidelines for Internship and Job Searching

The Hart Career Center at Illinois Wesleyan University provides information, resources, and support as you explore and apply for internships and jobs. It is important that you conduct yourself in a professional, ethical, and socially responsible manner. The following guidelines are to inform and assist you in this process.

Honesty and Integrity
As a candidate you must provide accurate information about yourself, skills, and experiences as you pursue internships and jobs. You may not inflate or exaggerate your abilities.

Professional Conduct
As a candidate you need to communicate in a professional manner, to be courteous and respectful in your interactions with others, in writing, in person, via phone or email.

To that end, you need to:

- Respond to all calls and emails from employers in a timely manner, even if you have already accepted a position with another organization.

- Attend all interviews, practice or otherwise, that you have scheduled. If you cancel an interview less than 2 business days prior to the interview, understand that you will lose Titan CareerLink privileges.

- Be punctual; come prepared and dress appropriately for all career-related events.

- Accept an offer verbally and follow up with an acceptance letter.

- Withdraw from all internship/job search activities once you have accepted an internship or job offer. You need to contact all organizations to inform them of your status. **It is unacceptable to renege on an offer that you have verbally accepted.**

- Decline an offer and cancel active applications, by contacting employer by phone and a follow up letter (that can be sent via mail or email).

- Monitor online social networking sites, online pictures, and blogs to ensure that information that is publicly available does not contain inappropriate or unprofessional information about you or your activities.

Consequences of Improper Behavior
Failure to adhere with these guidelines may result in:

- Removal from Titan CareerLink
- Suspension of all Hart Career Center services
Top Ten Tips for Interns

Laurie Diekhoff, IWU Hart Career Center

1. Be mindful of first and last impressions.
   - Be impeccable with your word, dress, and time.

2. Take initiative.
   - Ask for things to do; keep an eye out for helpful projects.

3. Embrace the grunt work!
   - It’s boring to you, but critical to the organization.
   - Give it your best effort.

4. Learn all that you can about the organization, industry, and career field.
   - Read everything you can get your hands on. Ask questions.

5. Network, network, network!
   - Don’t be afraid to talk to people.
   - Ask to attend meetings and events.
   - Work to develop and maintain relationships.
   - Do informational interviews/shadows.
   - 80% of job offers are a result of personal and professional networks – add to yours continually.

6. Meet regularly with your supervisor.
   - Ask for feedback.
   - Share progress, and review lessons learned.
   - Observe his/her style of supervision.

7. Play nicely with others.
   - Show respect at all times.
   - Be friendly; do all you can to get along with colleagues.

8. ALWAYS observe appropriate rules of workplace etiquette.

9. Listen and learn.
   - Keep an open mind; avoid jumping to conclusions.
   - Be observant. Ask questions.
   - Pick your battles carefully.

10. Represent yourself, and Illinois Wesleyan University positively at all times.
Common Challenges for Interns

1. **New environment** – may/may not be what you expected.
   - Need to learn to navigate the environment.

2. **Work** – may/may not be what you expected.
   - Boring work, easy projects, time with “nothing” to do. **Be assertive and proactive.**

3. **Co-workers** – may/may not be what you expected.
   - Make the best of each situation; learn from it.
   - Use straightforward and professional communication.
   - Talk with supervisor if needed (**always** if you question the appropriateness of behavior).

4. **Career field** – may/may not be what you expected.
   - Internships are a chance to gain insight, apply classroom learning to real life setting, and evaluate future career interests. Make the most of it!

Professional Workplace Etiquette

1. **Professional Dress** – dress for success!
   - Know the dress code/environment; but think conservatively. Look professional & polished.
   - Stay away from low cut, tight, revealing, grungy, sloppy; Use an iron when needed!
   - Avoid jeans, t-shirts, sweats, flip-flops, tennis shoes, shorts, visible undergarments.

2. **Show R-E-S-P-E-C-T**
   - Firm handshake & introductions when meeting others.
   - No swearing; no negative talk about co-workers/boss.
   - Respect personal space; Always listen; think before interjecting.

3. **PHONE Communication**
   - Impressions matter! Speak clearly, slowly, professionally and politely.
   - Keep pen & paper by phone to take notes.
   - If phone phobic, write out what you want to say before calling.
   - Avoid personal phone calls; NO texting or cell phone in public!

4. **EMAIL Communication**
   - Always include subject line. Keep messages short & to the point.
   - Use proper English, grammar, and spelling. No abbreviations/emoticons.
   - Watch your tone/sarcasm; can be easy to misinterpret.
   - Use a signature line with your name, title, contact information.
   - Avoid personal email from work. No Facebook or web surfing either!

5. **Final Pointers**
   - Use common sense & courtesy. **Err on the side of conservatism.** Be observant. Ask questions. Do your best!