

CITY HIGH SCHOOL



# Internship Handbook

“Tell me I forget. Teach me and I may  
remember. Involve me and I learn”

-Dr. Herb True

## IMPORTANT DATES

The following are **Mandatory** dates 2018/2019. Please put them on your calendars now:

- 8/15/18**      **6pm-** Internship Mentor and Intern Orientation (37 Pennington)
- 9/4/18**      Internships Officially Start
- 10/8-10/12**      ***OCTOBER BREAK no hours required***
- 12/14/18**      Mid Year Evaluation and Reflection Due (submitted online)
- 12/17- 1/6/19**      ***WINTER BREAK no hours required***
- 2/20/19**      Career Day Presentations (mandatory for interns only, would love mentor volunteers)
- 2/21-2/22**      ***RODEO BREAK no hours required***
- 3/18-3/22**      ***SPRING BREAK no hours required***
- 5/3/19**      Last day of internships
- 5/9/19**      Mentor Appreciation Banquet (time will be announced)
- 5/10/19**      End of year Evaluation and Reflection Due (submitted online)

### **Important Contact Information**

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# 1 Expectations and Responsibilities

## 1.1 Intern Expectations and Responsibilities

1. Always ask questions
2. Maintain high level of attendance and performance at both the school and the work site
3. Consult Internship Coordinator, as well as the employer, about any concerns or problems
4. Attend work site according to the Internship Agreement
5. Use transportation approved and/or provided by parent
6. Dress appropriately for the work site, including all appropriate safety clothing and equipment
7. Demonstrate honesty, punctuality, cooperative attitude and willingness to learn
8. Conform to rules, regulations, and safety standards of the training site and maintain confidentiality
9. Complete required assignments
10. Notify mentor prior to absences
- 11. Submit online timesheet bi-weekly**
12. Attend all mandatory trainings
13. Complete career day presentation
14. Keep mentor's business card with you at all times
15. Internship Coordinator will make site visits

## **1.2 Mentor Expectations and Responsibilities**

1. Provide a variety of meaningful experiences for the student intern
2. Provide a prearranged schedule for intern to complete hours
3. Complete Orientation to Business form with intern
4. Provide adequate supervision and a planned program of internship activities
5. Assists in the evaluation of the student intern
6. Provide time for consultation with the Internship Coordinator regarding the student intern's progress
7. Provide appropriate instructional material and occupational guidance for the student intern
8. Attend mandatory meetings with Intern
9. Get to know your intern
10. Work with intern to gain independence and genuine contributions to your organization

## **2 Introduction**

Interns and mentors, you are participating in what City High School hopes will be a challenging and valuable learning experience.

### **2.1 Interns**

Your experience in the professional world is beginning. You have an opportunity to work and learn in an adult environment. Make sure that you take advantage of every chance you get to learn from the advice and guidance that your mentor is willing to provide.

Make sure that you locate and clarify answers to the following questions before you begin:

- How should I prepare for my first day?
- What do I do if I am sick and can not make it to my internship?
- When and where are my timesheets due?
- Where can I get information about my workplace?

Your internship is a great opportunity to explore your interests, discover areas for future study, and make professional connections.

### **2.2 Mentors**

Thank you for agreeing to be a mentor.

Most adults can identify a person who, at some time in their life, had a significant and positive impact on them. Through your willingness to invest time in our students, you are creating an opportunity to have a huge impact on their lives as well as their futures.

In business, mentors assist with orientation, career advancement, problem solving, coaching, and support. Mentors can help employees deal with challenges associated with a successful, productive, and meaningful work-life. It is our hope that you, as a mentor, will assist your intern in the same manner and facilitate their introduction into the professional world.

We believe that an internship can be a very positive experience for you and your organization, both personally and professionally.

## 3 The Program

### 3.1 Program Overview

Working side-by-side with older accomplished people in order to learn is not a new concept. Apprentices learned the specific skills of their mentors by helping them on the job and progressively took on more responsibility as they gained additional skills and experience. Modern internships resemble apprenticeships, except in one crucial way: modern internships are designed to teach young people general work skills, not just the specific skills of their mentor.

According to Partnership of 21<sup>st</sup> Century Skills, the world is changing rapidly and one of the ways that we can, not only help our youth keep up, but genuinely prepare them for this rapidly changing future, is to expose them to relevant life and career skills. City High School has been preparing students for this since their Freshman year with a focus on our Habits of Heart and Mind, and the Internship Program is the capstone experience, with an emphasis on the following five basic competencies:

- Flexibility and Adaptability (Inquiry)
- Initiative and Self-Direction (Action)
- Social and Cross-Cultural Skills (Perspective)
- Productivity and Accountability (Evidence)
- Leadership and Responsibility (Expression)

(Source: “21<sup>st</sup> Century Skills: Rethinking How Students Learn.”)

It is our hope, that through this experience and with the dedicated efforts of mentors, we will better prepare our students for this future.

#### 3.1.1 Program Summary

- **Insurance:** Interns are covered by City High School liability insurance while on-site.
- **Schedule:** A year long, averaging 6 hours per week. No hours required during school breaks
- **Transportation:** Must be provided by student
- **Goals:**
  - o Teach students workplace and academic skills through project-based learning in a real-world environment.
  - o Provide local organizations with a well-supported intern who provides a modest return on investment.
  - o Foster students’ personal growth and understanding of the adult world in work and learning.

## **3.2 Successfully Completing an Internship**

### **3.2.1 Interns**

Complete the following criteria:

- Be on time and onsite
- Communicate clearly and ask for feedback
- Work with your mentor to contribute to the organization's success
- Submit online, bi-weekly timesheets
- Complete presentation

### **3.2.2 Mentors**

Interns function best when treated like adult employees, with respect, freedom and clear expectations. Try to get to know your intern as a person and give him/her time and space to get acclimated to the new surroundings. When time permits, talk to your intern about what you have learned in your current position and, more generally, about navigating the world of work.

# 4 The Workplace

## 4.1 Starting Your Internship

### 4.1.1 Interns

- Dress to impress the first day. You will have time to adjust to the dress code once you see the work culture on site.
- Get two business cards from your mentor. Give one to the internship coordinator and keep one with you so you can contact your mentor as needed.
- Ask questions.

### 4.1.2 Mentors

We encourage mentors to build one-on-one relationships with their interns. Interns often surprise their mentors with their maturity and job performance when they are given responsibility with clear expectations, shown respect and treated like young adults.

Take the time to have lunch with your intern and get to know them better. If you can fit it in and are interested, take the time to visit their school. The experience will help you relate to your intern's educational experience.

## 4.2 Workplace Behavior

### 4.2.1 Interns

The workplace is very different from school. You are not graded and tested, and you **can** be fired. Your responsibility at the work site is to help the organization be successful. Along the way you are expected to learn, ask questions, work on creating your own project that will benefit the organization, be considerate of your co-workers, come to work on time and have a positive attitude.

### 4.2.2 Mentors

For many students this will be their first workplace experience. They may need your guidance in making the transition from school to work.

Do not hesitate to communicate directly and openly with your intern about behavior that is disruptive or counterproductive. Feel free to contact the Internship Coordinator for support.

## **4.3 Communication**

### **4.3.1 Interns**

You may be surprised at the level of continuous communication at the workplace: email, cell phones, meetings, hall discussions, lunch, meetings, etc. Keep your mentor's business card with you. If there is something you are unsure of and require assistance, you can call, email, or ask for a meeting with your mentor.

### **4.3.2 Mentors**

Interns do not understand the importance of communicating at a level you take for granted, even though they have the skills. Make sure they know what is expected of them regarding timeliness, email dos and don'ts, and use of company equipment. More important, explain **why** these procedures and standards exist.

## **4.4 Computer/Internet/Phone Use**

### **4.4.1 Interns**

Assume that all you do electronically at work is visible to your boss and the world. Organizations own their technology and pay for its upkeep so it can be used to keep the organization running well. Because it is owned by them, they can legally monitor and record all employee surfing, emails, phone calls, server access etc. Do not fool around on company computers, Internet connections, or phones.

If you need to check your personal email via the web, do it on breaks or at lunch. The same applies to office phones, If another employee is making personal phone calls or paying bills online, it does not mean you should mirror this behavior. If you need to talk to friends or family, keep it brief and try to make all personal calls on breaks or at lunch.

### **4.4.2 Mentors**

Explain your organization's policy on use of technology to your intern. It would also be helpful to explain that interns will be treated like any employee and expected to control their behavior and technology use.

## 4.5 Meetings

### 4.5.1 Interns

If applicable, ask if you can observe company meetings. Meetings are where a lot of decisions affecting your workplace are made, so it is good to attend if possible. Here are some guidelines to follow:

- Bring a notebook and pen
- Arrive 5 minutes early
- Introduce yourself to the meeting leaders and ask if you can observe (even if you already have permission from your mentor)
- Ask mentor where you should sit
- Sit up straight
- Keep eye contact with whoever is speaking
- Listen carefully and try to ask one question pertaining to something the speaker said

### 4.5.2 Mentors

We encourage you to bring interns to any meetings that are appropriate. Provide your intern with your organization's meeting guidelines beforehand. Try to provide constructive feedback after the meeting.

Please consider ways to express expectations in a firm yet positive manner. Communicating respect and regard for others, while holding them accountable, can be an invaluable skill your intern will learn from you.

## 4.6 Deadlines

### 4.6.1 Interns

Rules in following deadlines:

- Respect deadlines
- Change a deadline with your mentor *before* you miss it

Your school assignment deadlines are not your mentor's deadlines. Give your mentor a few days lead time if you need to meet with him/her.

## **4.6.2 Mentors**

Treat your intern like any other employee in terms of responsibility and communication. Realize that they may need additional clarification and feedback regarding the expectations of workplace communication and protocols.

## **4.7 Attendance**

### **4.7.1 Interns**

It is critical that you show up to your intern site when you are scheduled. Remember, unlike school, you can actually be fired from your internship and you will receive a failing grade at school.

- Always use the process you and your mentor agreed upon when you are going to miss a scheduled time.
- If you leave the site without permission it can lead to termination of your internship contract.

### **4.7.2 Mentors**

- Treat interns as you would any new employee.
- Notify the Internship Coordinator as soon as possible if interns do not show up.
- Speak to the intern and notify the Internship Coordinator if interns are consistently late or leaving early.

## **4.8 Mistakes**

### **4.8.1 Interns**

Everyone makes mistakes. How you handle the mistake is what is most important. First and foremost, immediately tell your mentor and take full responsibility. This is the most difficult part of making a mistake, to own up to it. Learn from your mistakes and try not to repeat them.

### **4.8.2 Mentors**

Everyone makes mistakes—even mentors. Your intern will not only be trying to learn from his/her mistakes, but also observing and learning from how you handle your mistakes and challenges.

## **4.9 Legal: Insurance and Intellectual Property**

### **4.9.1 Interns**

You are covered through school liability insurance while you are at your internship. Anything you create belongs to the organization at which you are interning. Businesses protect their interests by establishing an intellectual property policy. The privilege of working at your intern workplace is dependent upon your agreeing to abide by the IP policy.

### **4.9.2 Mentors**

CCCL has bonded insurance for the intern while on your site, with the same coverage as if they were on campus.

Interns understand that any intellectual property they create while on the internship are the sole property of your organization. Interns will sign any required non-disclosure forms.

## **4.10 Expectation Management**

### **4.10.1 Interns**

What does “Expectation Management” mean and why is it important to you? Expectation management is a major key to success in the working world. It means to literally manage one’s own expectations, and to manage other people’s expectations of you. For example: You are doing a project as an intern, so people are expecting certain things from you at certain times. Manage this by writing up a project description. Unfortunately, many people set expectations for others that are very hard to meet. So, expectation management is really a way of helping you be more successful at work. The best part of expectation management is that you are in control of your own success.

## **4.11 Tips for Workplace Mentors**

### ***Keep a watchful eye***

Watch for signs of boredom or indifference. Try to create opportunities and experiences that foster discovery of new ideas and development of new skills.

### ***Ask open-ended questions***

Check periodically to see how well and how much the student is learning. Ask open-ended questions such as, “What has been most challenging to you these past few weeks?”

### ***Provide support without rescuing***

Too often mentors say “Let me show you how to do that,” when they should be asking, “What do you think you should do next?” It takes patience and courage to stand back and let a student risk failure. However, the most significant growth happens through the discomfort of grappling with a new situation.

### ***Avoid messages of perfection***

The greatest gift a mentor can give students is to be authentic. When you make a mistake, you can show how you learn from that mistake and are more competent as a result. Make sure the student sees and hears that you are not always an expert and that you are still a learner yourself.

## **4.12 Including Intellectual Rigor in the Workplace**

***Connections:*** It is essential students see how their work relates to their lives, the work of others and broader purposes (community, economy, environment). In addition, always ask the student how what they are doing in the workplace connects to what they are learning in school.

***Perspective:*** It is important for students to be able to identify the perspective from which someone approaches a situation. Ask students to explain their point of view and consider how things look from another point of view.

***Evidence:*** In school, students need to develop the habit of giving evidence for any point they are trying to make. They should be encouraged to do the same at the workplace. In your conversations with students, ask them to elaborate on their thoughts and support their ideas. Don't be satisfied with one word responses.

***Speculation:*** It is important for students to know that there is more than one way to accomplish a task and that their feedback is important. Where it is appropriate, ask students to consider ways of managing a place or ways to more efficiently spend time.

***Significance:*** Students need to understand why the project they are working on is significant. It makes a great impact on students if their efforts have contributed to the success of the organization or project. Help students reflect on the importance of their work for their own development.

## 6 Orientation To Business

Intern Name: \_\_\_\_\_

Date: \_\_\_\_\_

Mentor Name: \_\_\_\_\_

Internship Site:  
\_\_\_\_\_

**Directions to Mentor:** Be sure that the intern obtains information about the following factors. Check the information on each item (where applicable) as it is completed. The intern should return the completed form to the Internship Coordinator.

### Organization Orientation

- \_\_\_\_\_ 1. Give intern copies of printed materials (when applicable).  
\_\_\_\_\_ a. Employee handbook  
\_\_\_\_\_ b. (2) mentor's business cards
- \_\_\_\_\_ 2. Explain organization's history.
- \_\_\_\_\_ 3. Describe the organization's product line(s) or service(s).
- \_\_\_\_\_ 4. Discuss organization policies and procedures regarding:  
\_\_\_\_\_ a. Appropriate dress and grooming  
\_\_\_\_\_ b. Safety rules  
\_\_\_\_\_ c. Emergency procedures  
\_\_\_\_\_ d. Hours of operation/work  
\_\_\_\_\_ e. Parking  
\_\_\_\_\_ f. Procedures for arrival  
\_\_\_\_\_ g. Procedures for departure  
\_\_\_\_\_ h. Procedures for reporting absences  
\_\_\_\_\_ i. Policies about use of company phone  
\_\_\_\_\_ j. Policies of confidentiality  
\_\_\_\_\_ k. Pay periods  
\_\_\_\_\_ j. Technology usage  
\_\_\_\_\_ 1. Cell phone  
\_\_\_\_\_ 2. Email  
\_\_\_\_\_ 3. Internet (social media, etc.)  
\_\_\_\_\_ 4. Text messaging  
\_\_\_\_\_ 5. iPods, etc.
- \_\_\_\_\_ 5. Describe employee benefits such as:  
\_\_\_\_\_ a. Discounts  
\_\_\_\_\_ b. Educational Assistance

### Department Orientation

- \_\_\_\_\_ 6. Describe the relationship of the department to the organization.

- \_\_\_\_\_ 7. Discuss specific departmental rules including:
- \_\_\_\_\_ a. Breaks
  - \_\_\_\_\_ b. Work schedules
  - \_\_\_\_\_ c. Days off
  - \_\_\_\_\_ d. Presence of food at work station
- \_\_\_\_\_ 8. Introduce co-workers
- \_\_\_\_\_ 9. Explain job responsibilities
- \_\_\_\_\_ 10. Identify training supervisor(s)

Job Orientation

- \_\_\_\_\_ 11. Show intern his/her work station
- \_\_\_\_\_ 12. Describe intern's responsibilities
- \_\_\_\_\_ 13. Explain the importance of the intern's responsibilities

\_\_\_\_\_  
Mentor Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Intern Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Internship Coordinator's Signature

\_\_\_\_\_  
Date

## 6 Internship Program Contract 2017-2018

### Student will:

- undertake an internship, which will start 9/4/18 and go through 5/3/19
- spend, on average, 6 hours a week at their internship site
- present at the annual CHS Career Day Event on 2/20/19
- arrive to internship site on time, every time
- complete bi-weekly online timesheets
- maintain regular and appropriate communications with the mentor
- immediately let the mentor and the coordinator know if he/she is unable to report to the internship site for any reason

### Mentor will:

- mentor a student for an average of 6 hours a week from 9/4/18 - 5/3/19
- attend orientation meeting on 8/15/18 @ 6pm at 37 E Pennington St
- when prompted, provide internship coordinator with updates on student performance
- expose student to their whole organization, making sure that student has a global picture of their workplace
- complete the mid-year and end-of-year internship feedback/reflection forms
- attend the annual Mentor Appreciation Banquet 5/9/19

### City High School Internship Coordinator will:

- provide support for student interns and for community based mentors
- communicate with mentors regarding school calendar, holidays, and any other schedule-related issues
- communicate with mentor regarding any issues that would affect the intern's ability to meet their obligations
- conduct an onsite visit over the course of the internship
- coordinate development of curriculum for internship program
- facilitate discussions as necessary between mentor and intern

### I have read and agree to the responsibilities listed above:

Student \_\_\_\_\_

Date \_\_\_\_\_

Mentor \_\_\_\_\_

Date \_\_\_\_\_