



OFF-CAMPUS EMPLOYER INTERNSHIP GUIDE

University of North Dakota

CAREER SERVICES
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UND Career Services follows the standards of National Association of Colleges and Employers (NACE)

Why Are Internships Valuable to Employers?

- The return on investment is promising with future talent being developed
- Assists with additional workforce for special projects or filling gaps during peak work seasons
- Remain competitive in your industry and gain fresh perspectives for your company
- Retain young professionals in Greater Grand Forks

Why Are Internships Valuable for Students?

- Helps students make choices about majors early in academic career
- Enhances the market value of the student and the college experience
- The student can apply classroom knowledge and develop and strengthen professional work habits
- It's a great source of networking and helps students acquire professional references
- Possibly earn course credit from UND (the student will connect with their Faculty Internship Coordinator to see if the position qualifies for credit)

Internship Criteria (According to NACE)

1. The experience must be an extension of the classroom: a **learning experience** that provides for applying the knowledge gained in the classroom. **It must not** be simply to advance the operations of the employer or be the work that a regular employee would routinely perform.
2. The skills or knowledge learned **must be transferable** to other employment settings.
3. The experience has a **defined beginning and end**, and a job description with desired qualifications.
4. There are clearly defined learning **objectives/goals** related to the professional goals of the student's academic coursework.
5. There is **supervision** by a professional with expertise and educational and/or professional background in the field of the experience.
6. There is routine **feedback** by the experienced supervisor.
7. There are **resources, equipment, and facilities** provided by the host employer that support learning objectives/goals.



HOW TO GET STARTED

- Determine which projects are available. Does your staff have projects that could benefit from the focused attention of an intern? Research? Special projects?
- How many interns are needed?
- Is there a learning experience for the student?
- Consider space – will the student need a desk, computer, phone, etc. Do you have the physical resources?
- Get company buy-in and support from those who will be involved
 - **Assign a supervisor:** Involve the supervisor in writing the job description. The supervisor should also be part of the hiring--they have insight to the skill set needed. The supervisor should be available throughout the internship and help orient the intern regarding processes and procedures.
 - **Assign a mentor:** someone in addition to the supervisor, available to offer guidance on the work environment, office etiquette, and answer general questions (could include a tour of the facilities, introductions to other staff, and other ways to make them feel welcome and ensure success)
- Consider salary and how many hours are available
 - **\$10 is average/20 hours per week** for undergrad and \$12 for graduate students; many students may be replacing their part-time work with this internship, so a competitive wage will help secure the best candidate
- Establish a duration—typically an academic semester or three months during the summer
- Write a job description with real work assignments and defined objectives. Outline the work expected.
- Plan orientation and training



UNPAID INTERNSHIP CRITERIA (According to the U.S. Department of Labor)

There are some circumstances under which individuals who participate in “for-profit” private sector internships or training programs may do so without compensation. The Supreme Court has held that the term “suffer or permit to work” cannot be interpreted so as to make a person whose work serves only his or her own interest an employee of another who provides aid or instruction. This may apply to interns who receive training for their own educational benefit if the training meets certain criteria. The determination of whether an internship or training program meets this exclusion depends upon all of the facts and circumstances of each such program.

The following six criteria must be applied when making this determination:

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 experience is for the **benefit of the intern**;
3. The intern **does not displace regular employees**, but works under 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.

Paid vs. Unpaid

- While the **law does not always require that interns be paid**, practical considerations weigh heavily in favor of providing paid as opposed to unpaid internships. The vast majority of organizations pay interns. We encourage you to follow this standard.
- Research and experience have shown that finding the correct level of compensation will directly impact the performance and experience for the intern and employer.
- Employers who choose not to pay interns may be at a competitive disadvantage when it comes to attracting high-quality interns.
- Paid internships expose companies to a broader pool of candidates.
- Paying interns makes it easier to place expectations and require specific deliverables from them.

*See Page 14 for
Unpaid Internship Agreement Form
that must be submitted to UND Career Services.*

ONBOARDING

Is Your Student Registering for Credit at UND for this Internship?

The student must connect with the UND department's Faculty Internship Coordinator to obtain approval for taking this for credit and they must be in good academic standing.

- If College of Business and Public Administration – student must get packet from the Pancratz Career Development Center

All other majors:

- Register in Campus Connection for the course and pay the tuition
- Report the hire in Handshake, [UND.joinhandshake.com](https://und.joinhandshake.com)

Once You've Hired the Intern

Some preparation and coordination will be needed. Develop a checklist to aid in this process and include benchmarks for success.

- **Start with an orientation meeting** (include the mentor and supervisor)
- Outline responsibilities and expectations; provide structure and training
- Tour the company
- Show the intern their work space – help them get comfortable and ready to work
- Talk about where to park, how to work the phone, have their computer ready to go
- What email will they use?
- Address dress code and office hours
- Where are the rest rooms, the copier, where should they put their coat/bags, etc.
- Lunch break or other breaks (is there a break room, etc.)
- Requesting time off
- Has the student reported the hire on Handshake? [UND.joinhandshake.com](https://und.joinhandshake.com) (**this needs to happen whether the student is taking the internship for credit or not**)
- And if taking it for credit, the student will need to do the following: Meet with their UND department's Faculty Internship Coordinator for approval and to receive the course number needed for registering in Campus Connection

Supervision

- Connect with the intern before the first day of work (A face-to-face conversation is most helpful – but even a phone call will help put them at ease for the first day)
- Create a weekly schedule for supervision
- Be encouraging, develop trust, and recognize their progress
- Embrace the teachable moments and dedicate time to provide feedback
- Consider having the intern shadow you for a day or two
- Include interns in meetings, email exchanges, etc.
- If the student is taking this for credit, notify the student’s UND Faculty Internship Coordinator in a timely and reasonable manner, particularly if problems arise which might result in dismissal/ termination



Evaluation

At the beginning of the internship, ask interns what they hope to get out of the experience. At the end of the internship, conduct an exit interview to learn if their expectations were met and what went well and what did not.

- Give—and request—regular feedback throughout the internship. Evaluate the intern’s work regularly in comparison to stated goals.
- Provide regular feedback to the academic liaison, if applicable.

On page 15 is an evaluation that you may consider using OR if the student has registered for credit for the internship, you will be sent an evaluation via email because the student has reported the internship in Handshake.



HOW TO FIND AN INTERN

Whether the internship is **paid or unpaid**, post the position to Handshake, [UND.joinhandshake.com](https://und.joinhandshake.com)

In addition, spread the word via:

- Facebook or LinkedIn
- Contact Nancy, Career Services, 777.4103, nancy.nelson@und.edu, for help with advertising

When to post:

- Spring Internships (post in September/October)
- Summer Internships (post in February/March or sooner)
- Fall Internships (post in March/April)

Process after posting:

- Review students' resumes
- Interview (either within your company or reserve a room in Career Services, 777-4103)
- For **paid internships**: Select and hire just as you would for permanent positions
- For **unpaid internships**: Select and hire just as you would for permanent positions AND submit the Internship Agreement--Unpaid on page 14 of this document to UND Career Services if the person you hire is a University of North Dakota student

THE JOB DESCRIPTION

- The job title is the first thing they see--be clear in what you are looking for
- Include the deadline to apply
- Describe the desired results of work, rather than the method of accomplishing them, e.g., accurately input customer information into database
- Keep sentences short and to the point
- Use clear, concise language
- Begin each statement with a strong action verb describing the activity
- Use present tense, e.g., performs, drives, monitors, plans, etc.
- Do not use phrases that are seen as discriminatory on the basis of religious preference, sex, race, age, nationality, or physical or mental disability; it is illegal
- List specialized skills, training or experience that will be beneficial but not required
- Differentiate between skills that are required and skills that are preferred
- Include minimum specifications for education
- Does the position have potential for growth? Note that
- How should they apply? List the application process, websites, etc.
- Who should they contact if they have questions? Name, email, and phone

See sample on next page.

*Career Services will review job descriptions, along with
the UND Faculty Internship Coordinators in each
department, if desired.
Contact Nancy Nelson, nancy.nelson@und.edu
or 701.777.4103.*

Sample Job Description



Student Employment: Job Description

Career Services • McCannel Hall, Room 280 • 2891 2nd Ave North Stop 9014 • Grand Forks, North Dakota 58202-9014 • Phone: (701) 777-3904

Position: Communication/Marketing Intern

Department: Career Services

Work Location: McCannel Hall, Room 280

Supervisor: Mary Feller

Role within Department: Provide creative writing for social media, newsletters and manuals, assist with the promotion of departmental events, and provide coordination of several outreach events.

Job Duties: Provide all duties and responsibilities associated with the position and how they relate to the above purpose/role.

- Research and use social media as a platform to deliver appropriate content and messaging
- Create and maintain marketing calendar for all events
- Enhance social media and print marketing strategy
- Write the Career Chat e-newsletter (4-5 times per semester)
- Create/edit office manuals/policies and procedures
- Assess website use/verbiage
- Assist in the coordination of outreach events for Graduate Students
- Research, coordinate and execute outreach to campus members/departments
- Attend weekly supervision meetings
- Create one project per semester connecting Career Services to an area of interest
- Support the mission and vision of Career Services
- Other duties as needed

Starting Rate of Pay: \$8.50/Hour

Qualifications:

- Currently enrolled as a student at the University of North Dakota and in good academic standing
- Knowledgeable in areas of the web, social media, writing and marketing
- Excellent verbal and written communication skills
- Ability to take initiative
- Attention to detail and creativity
- Strong organizational skills
- Ability to set and meet task deadlines
- Willingness to ask questions and grow professionally
- Proficient with Microsoft Word and Excel
- Familiar with Microsoft Publisher or graphic design programs

Length of Employment: Starting immediately and end date TBD, with ten hours per week required.

FAQ's

Can I ask a student to bring a copy of their transcript?

Yes. A student can print an unofficial copy of their transcript from Campus Connection. You will want to note this as part of required application process on the job description, along with resume and cover letter, if that's what you would like submitted.

Can UND/Career Services send me their best student to be my intern?

We don't "place" students at internship sites. What we do is give students the tools necessary to apply for these opportunities. This gives you the authority to select an intern you feel will benefit your organization. It also helps the students develop their personal research and application skills for the transition from college into their professional life.

What if the student applying is an International student?

Students on F-1 or J-1 visas do require prior authorization before they can begin work off-campus. They should be able to produce an immigration document with authorization noted. To receive this authorization, they will need a job offer letter. For more information about this process, students and employers can reference the UND International Center's [Employment Page](#) or <http://und.edu/academics/international-center/international-student-services/employment.cfm> and click "Curricular Practical Training (F-1)" or "Academic Training (J-1)". Students will know which visa type they have.

What if there is a problem with lateness or absence?

If you have any problems with your interns' performance, please be sure to give the appropriate feedback directly to the student. You may also wish to contact the Career Services office to discuss the problem and get feedback on how best to approach the issue. In serious cases, a student may need to be released from their internship position.

What is required for a student to receive academic credit for an internship?

- This varies by major.
- Each department requires a certain number of hours to be completed
- Mid-term and Final Evaluations are usually required.
- The student may have homework assignments to submit to their faculty member.
- The internship must be reported on Handshake, [UND.joinhandshake.com](http://und.joinhandshake.com), in addition to registering for the appropriate course in Campus Connection.

FORMS AND CHECKLISTS

Checklist for Hiring an Intern

- Create a job description and post it to Handshake
- For **paid internships**: Select and hire just as you would for permanent positions
 - For **unpaid internships**: Select and hire just as you would for permanent positions AND submit the Internship Agreement--Unpaid on page 14 of this document to UND Career Services if the person you hire is a University of North Dakota student
- Connect with the employee before the first day of work (in addition to making the job offer), whether it's an email or phone call about how excited you are to have them on board
- Create an office manual
- Notify all staff in your company about the Intern
- Consider what they will need access to and request log-in set-ups, etc.

THE FIRST DAY

- Explain the Need-to-Know Items**
 - Parking
 - Workstation
 - Specific Work Dates/Times
 - Office Hours/Breaks/Lunches
 - Restrooms
 - Requests for Time Off/Sick Days
 - Payroll and Compensation Information
 - Gather the Interns Contact Information
 - Computer Use Policy
 - Equipment Policies
- Review the Internship**
 - Job Description
 - Expectations
 - How the Internship Relates to the Company
 - Action Plan
- Review Company Standards**
 - Performance Standards
 - Attendance and Punctuality
 - Conduct in the Work Environment
 - General Appearance and Expected Attire
- Provide a tour of the company and introduce the Intern to staff (Name, where they are from, what they will be doing, etc., and allow staff to introduce themselves)
- If there is a mentor and a supervisor, allow time with both
- If the student you hire is a UND student:
 - Be sure they have registered for the course on Campus Connection at UND if they are using the internship for academic credit
 - request that the student report the hire on Handshake (through Career Services) – whether they are taking the internship for credit or not

INTERNSHIP AGREEMENT—UNPAID

University of North Dakota Students

Company Name: _____

Company Contact: _____ Phone: _____

Address: _____ City, State, Zip: _____

Email: _____

HIRE INFORMATION

Student Name: _____ Phone: _____

Address: _____ City, State, Zip: _____

Email: _____

Position Title: _____

This position is unpaid: Yes No

Is the student registering for credit for this internship? Yes No

Description of Internship:

What is being provided through this internship? (i.e., housing, meals, transportation, etc.)

Company Contact Signature

Date

Student Signature

Date

Please return this completed form to: Career Services, Attention: Nancy Nelson
2891 2nd Ave. N., Stop 9014
Grand Forks, ND 58202
or nancy.nelson@UND.edu

EMPLOYER EVALUATION

Instructions: The student's work supervisor should complete this form and discuss it with the student near the end of each work term. More frequent counseling with or without the form is encouraged to enhance communication regarding the student's performance and facilitate student development during the course of the work term.

1. Contact Information

Student First Name:	
Student Last Name:	
Employer Name:	
Supervisor Name:	

2. Skill

	Exceeds Standards	Meets Standards	Needs Improvement	Unsatisfactory
Ability to speak and communicate well				
Possesses necessary technical knowledge and skill				
Adapts to changing work assignments and situations				
Able to cooperative and work with other people				
Able to Prepare written communication				

3. **Comments:** Please comment on exceptional points or deficiencies and provide any information relative to the development, growth, and progress made by the student throughout the duration of the experience.

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4. Performance

	Exceeds Standards	Meets Standards	Needs Improvement	Unsatisfactory
Listens and carries our instructions				
Works effectively without close supervision				
Meets deadlines and schedules				
Produces acceptable quality work				
Produces acceptable quantity work				

5. **Comments:** Please comment on exceptional points or deficiencies and provide any information relative to the development, growth, and progress made by the student throughout the duration of the experience.

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6. **Judgment**

	Exceeds Standards	Meets Standards	Needs Improvement	Unsatisfactory
Demonstrates ability to make decisions or seek help				
Shows problems-solving ability				

7. **Comments:** Please comment on exceptional points or deficiencies and provide any information relative to the development, growth, and progress made by the student throughout the duration of the experience.

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8. **Attitude**

	Exceeds Standards	Meets Standards	Needs Improvement	Unsatisfactory
Accepts responsibility and is a self-starter				
Exhibits interest and enthusiasm about the job				
Maintains appropriate dress and grooming habits				
Maintains good attendance and tardiness record				
Adheres to organization regulations				

9. **Comments:** Please comment on exceptional points or deficiencies and provide any information relative to the development, growth, and progress made by the student throughout the duration of the experience.

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10. **To what degree did the student accomplish the objectives defined at the beginning of the experience?**

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11. **Supervisor's overall evaluation of student's performance:**

<input type="checkbox"/>	Exceptional Performance: Student exceeded all expectations.
<input type="checkbox"/>	Very Good Performance: Student performed as well or better than expected.
<input type="checkbox"/>	Average Performance: Student performed satisfactorily; some improvement needed in one or more areas.
<input type="checkbox"/>	Marginal Performance: Student requires substantial improvement in one or several key areas.

12. **Evaluation has been discussed with student?**

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No

13. **May this evaluation be used by the student as a reference for future employment?**

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No

14. **Signature**

Supervisor's Signature	
Supervisor's Phone	
Date	

Please return this completed form to: Career Services
Attention: Nancy Nelson
2891 2nd Ave. N., Stop 9014
Grand Forks, ND 58202

or nancy.nelson@UND.edu