



Summer Internship Host Training
June 13, 2012

Today's Agenda



- ✓ AF's Mission
- ✓ Summer Internship Goals
- ✓ Aims & Agenda
- ✓ Scholar Intern Profile
- ✓ AF Internship Contract Walkthrough
- ✓ Planning for your Intern's Success
- ✓ FAQ
- ✓ Next Steps

Achievement First's Mission



The mission of Achievement First is to deliver on the promise of equal educational opportunity for all of America's children. We believe that all children, regardless of race or economic status, can succeed if they have access to a great education. Achievement First schools will provide all of our students with the academic and character skills they need to graduate from top colleges, to succeed in a competitive world and to serve as the next generation of leaders for our communities.



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Summer Opportunities at AF High Schools



Provides scholars incentive

Enhances resumes

Mimics college app. process

Why require completion of 3 summer enrichment programs before graduation?

Summer
enrichment
growth

Competitiveness
in college
admissions
process

Persistence and
college
graduation

Internship Goals



For our scholar interns:

- ✓ Learn about a particular field they are interested in
- ✓ Learn the importance of professionalism (school rules are life rules)
- ✓ Have a professional mentor
- ✓ Understand the importance of earning their college degree

For our internship hosts:

- ✓ A positive experience working with our scholars & a chance to connect with AF's mission
- ✓ Leadership opportunity for associates at your organization
- ✓ Long term internship partnership

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Remaining agenda:

- ✓ Scholar Intern Profile (2 min)
- ✓ AF Internship Contract Walkthrough (10 min)
- ✓ Planning for your Intern's Success (4 min)
- ✓ FAQ (2 min)
- ✓ Next Steps (2 min)

AF Internship Host Training Aims:

- ✓ Understand the structures and supports provided by AF Internship Coordinators
- ✓ Understand the importance of planning for a successful internship experience for all

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Alicia, AF Amistad HS Class of 2011
Providence College Class of 2015



Summer 2010:

- Worked at Foundation Source
- Commuted to Fairfield, CT daily
- Responsible for:
 - Filing/Organization
 - Supply ordering
 - Sending out receipts for donations
 - Recording donations
 - Working on a project team to discuss new initiatives
- Wrote about the experience for her college applications
- Earned a full scholarship to Providence College
- And now...



Thanks to my experience as a summer intern, I have a work study in Sports Facility Management while focusing on my academics at Providence College!



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✓ Be on time.

- If they are running late, they will call you.
- If they are late more than once, they will meet with you to develop a plan for being on time (and we can help).
- If they are late a third time, they will lose their internship.





✓ Attend every day of their internship.

- If they are sick or have an emergency, they will call you no later than 9 am.
- Excused emergencies must be documented with a doctor's note stating exact dates of absence or a copy of a subpoena for a court appearance.
- If more than one day of work is missed, (except in the rare case of an emergency or extended illness), they will forfeit their internship spot.
- Scholars will make up any days or hours missed at their internship in coordination with our internship coordinator and supervisor, in order to receive credit.



Follow workplace guidelines.

- Follow workplace dress code.
- Work with a positive attitude.
- Use workspace when and where assigned.
- Monitor their volume in the workplace.
- Not to use company phones for personal calls or use their cellphone during work hours.
- Knock on closed doors.
- Will not chew gum or eat food while working, unless it is indicated that they should.
- Will not bring friends or relatives to the work site, unless invited by the supervisor.

Interns agree to:



✓ Work hard to use this internship opportunity as a learning experience.

- That includes giving feedback about any problems or difficulties at the internship with the internship coordinator and the mentor
- Not taking interpersonal issues into their own hands without reaching out for guidance.
- Understanding that they aren't entitled to wages for the time spent in the internship.





✓ Hold their intern accountable to professional standards.

- Ensure that the intern lives up to his/her responsibility to this organization, and provide the intern with valuable learning experiences
- Promptly inform my intern's AF HS internship coordinator of any problems, including any absences, **tardiness**, and conduct or attitude issues.
 - 1st tardy = email AF HS internship coordinator.
 - 2nd tardy = call AF HS internship coordinator, meet with intern to help them develop a plan to be on time, have intern share plan with AF HS internship coordinator.
 - 3rd tardy = intern will lose their internship spot.



✓ Hold their intern accountable to professional standards.

- **1st absence** = email the internship coordinator at the high school by 12 noon, even if it is an emergency or illness related reason that the intern is absent.
- **1st absence (and no phone call from intern)** = call the internship coordinator immediately; the intern will forfeit their internship spot.
- **2nd absence (with/without phone call)** = intern loses their internship spot, except for the rare & documented case of an emergency or illness.



✓ Hold their intern accountable to professional standards.

- If the intern is disrespectful of any individual = immediately report this to the HS intern coordinator and determine the next course of action, depending on the severity of the situation, but resulting in one of three options:
 - Option 1: The HS intern coordinator, intern and supervisor will have an on-site feedback discussion
 - Option 2: The HS intern coordinator, intern, supervisor and intern's family will have an on-site meeting
 - Option 3: The intern will be removed from the internship program



✓ Keep the feedback loop open.

- Respond promptly to weekly outreach from the high school internship coordinator to provide updates on the intern.
- Complete an evaluation of the intern and AF's internship program at the conclusion of the internship.



✓ Support both parties in having a successful internship by:

- Offering support to the intern, communicating regularly with the internship mentor/supervisor, and mediating any problems or difficulties that may arise.
- Responding within one business day to all emails from internship host sites
- Returning all phone calls within one business day to all internship host sites
- Meeting with all internship host providers and interns who request a meeting.
- Notifying all interns and their families, in partnership with the internship host, if they have lost their internship due to excessive tardies, unexcused absences or unacceptable conduct.

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Best Practices: Before The Internship



- ✓ Designate a point person/mentor
 - Consider having lunch together at least their first day
- ✓ Map out the intern's time with your organization
 - No task too small
 - One – two larger projects they can fall back on
- ✓ Set clear expectations and share them with us & your intern.

Planning for Success: Example



“I HAVE A DREAM” FOUNDATION®

- 1) **Set a vision:** *The new model team seeks one or two high school students to help us better understand the supports necessary to get more students ‘to and through’ college, and to support general administrative needs for the new model team.*
- 2) **Designated an Intern Manager:** *Quinton Lampkin*
- 3) **Set Internship Objectives to help measure success:**

I. College Knowledge:

- o Help us think through the types of knowledge, skills, activities and supports that would be helpful to have in High School as students are thinking about going to college
- o Help us think through the types of questions/concerns High School students have about going to college. What are the things High School students are most excited about?
- o Learn more about higher education reform

II. Event Support:

- o Learn more about the operational support required for executing high quality meetings and events. For example, small meetings and large conferences (e.g. team strategy meetings and the post-Dreamer conference).



4) Outlined potential projects:

- College Partnership Strategy - Key research on higher education, based on a template
- College Readiness Resources - Compiling a list of helpful college readiness resources for high school students
- Provide feedback on IHDF college roadmap
- Organizational Events Support - Meetings and events support
 - For example, creating operational check-lists
- Research and compile pre-read materials
- General Project Support - Assist with tracking and maintaining accurate documentations
- Assist with answering the phone

Planning for success, IHDF continued:



5) Created a work plan

TIME	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
9 am – 10 am	Arrive, meet IHDF mentor and team, get office tour	Arrive, goal setting	Arrive, goal setting	Arrive, goal setting	Arrive, goal setting
10 am – 11 am	Project/basic task orientation (i.e. see internship tasks above).	Orientation to independent projects	Project task	Project task	Independent task
11 am – 12 noon	Computer skills orientation	Project task	Project task	Project task	Independent task wrap up
	Lunch with mentor and other interns		Lunch Hour	Lunch with president of I Have a Dream Foundation	
1pm – 2pm	Project task	Independent task	Project task	Independent task	Project task
2pm – 3pm	Project task	Independent task	Independent task	Independent task	Project task wrap up
3pm – 4pm	Project task	Independent task	Independent task	Project task	Debrief/Evaluation
4pm – 5pm	Debrief	Debrief (4:45 – 5)	Debrief (4:45-5)	Debrief (4:30 – 5)	Celebration

Best Practices: During the Internship



- ✓ Give candid and frequent feedback and encouragement
- ✓ Be patient with entry-level interns
 - When teaching them a new task, try this teaching tool:
 - I do (model the task)
 - We do (do the task together)
 - You do (intern does task on own, then checks with you for feedback before moving on)
- ✓ Provide some training, basic MS office skills
- ✓ It is hard work to mentor a high school student! Please reach out to us often.

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- ✓ **When should I communicate with the internship coordinator?**
 - Please never hesitate to reach out. We want this to be a positive experience for all parties. When in doubt – call us.
- ✓ **My intern seems shy – how do I talk to high school students?**
 - Ask questions! In most cases, this is their first time in a corporate environment and they might be intimidated. Ask about their interests, college hopes, career dreams – and share your experiences too!
- ✓ **I am having a hard time with my intern. What should I do?**
 - Your first point of contact should be the high school based internship provider.
 - If you are having difficulty reaching them, please don't hesitate to reach out to me (Megan Fraker).


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- ✓ If you haven't already, plan out your intern's time at your organization.
 - Don't hesitate to contact me (Megan Fraker) for assistance
 - meganfraker@achievementfirst.org
- ✓ Send any/all questions or work plans to:
 - AFCTintern@achievementfirst.org
 - AFNY_intern@achievementfirst.org (*note the underscore*)
- ✓ Communicate, communicate
 - Before the internship (see above)
 - During
 - After
- ✓ Post-internship, please fill out our evaluation:
 - One about the student by August 1st (so we can give them credit)
 - One about our intern program  how did we do? by August 15th

Thank you



You are helping our scholars
climb the mountain to college!