

The University of Tampa

Student Internship Guide

*Your guide to making your
internship the experience
of a lifetime.*



**project:
internship**

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Introduction

Congratulations on your decision to investigate internships! By definition, an internship is a short-term work experience in a professional environment where the emphasis is on learning. It is a chance for you to be immersed in the world of work under the guidance of a practicing professional and faculty member who will create a real-world classroom for you. A meaningful internship will have the following components:

- **Exposure to the professional world**
- **An intern who is an active participant and contributor**
- **A practicing professional who assigns meaningful projects and objectively evaluates progress**
- **A faculty member who assists the intern with the connection between the academic and professional experience through reflection and evaluation**
- **The potential to be turned into knowledge and applied directly to real life**

While the emphasis is on learning, not earning, there are many internships that offer a stipend (a lump sum paid for a designated time of work), hourly wages and/or housing and other benefits. Compensation is certainly something to consider in your decision; however, it is important to keep in mind that the greatest reward is the learning outcome!

Many of the academic units at The University of Tampa offer the opportunity for you to receive a specified amount of academic credit for your work in a supervised internship experience relating to your major. Not all internships must be completed for academic credit; however, such experiences can be very valuable. You will learn new skills and competencies, gain experience in the world of work, clarify your career goals, build your resume, and make contacts that might lead to a full-time position upon graduation.

The following pages will give you tips and hints from preparation and paperwork to helpful resources, which will be valuable in your internship and future career searches! It is important for you to remember that the greatest resources you have are the Faculty Internship Coordinators in your department and the staff at the Office of Career Services. This book supplements their work in building a successful internship learning experience with you.

Glossary of Terms

Experiential Education: An experience that ensures that students blend and integrate classroom knowledge with practice. (UT catalog, 2008)

For-credit Internship: A focused short-term work experience related to the student's major or career goal, which is completed for credit, under the guidance of at least one practicing professional, and at least one faculty member.

Non-credit Internship: An experience related to the student's major or career goal, which is not completed for credit, under the supervision of at least one practicing professional.

Practicum: An academic course that combines classroom activities with supervised practical application.

Fieldwork: Activities performed outside the classroom, library, studio, or laboratory for University credit and under the supervision of an instructor.

Undergraduate Research: An experiential education activity in which a student conducts research under the guidance and supervision of a faculty mentor. Students may earn credit, based upon meeting eligibility criteria. (UT catalog, 2008)

Supervision: A tutorial and mentoring form of instruction in which a supervisor monitors the student's activities in practicum, field work, and internship and facilitates the learning and skill development experiences associated with practicum, field work, and internship. (From the Council for Accreditation of Counseling and Related Educational Programs [CACREP] Standards)

Service Learning: An academic course that links academic training with provision of services to a community constituency. (UT Catalog, 2008)

Faculty Internship Coordinator: The departmental designee, often a faculty member who serves to evaluate if an internship meets departmental criteria for credit approval. Often this person also administers the internship class for the department or academic program. There are multiple Faculty Internship Coordinators across campus.

Faculty Supervisor: Faculty member responsible for evaluating student work and site supervisor feedback to determine a grade.

University Internship Coordinator: A Career Center employee dedicated to support internships. This person serves as the point of contact for organizations wishing to post internships and the administrator of HIRE-UT. Additional responsibilities include Internship Prep Workshops, meeting with students, and consulting with academic departments regarding internships.

Site Supervisor: The practicing professional designated to provide direct supervision to the intern while s/he is at the Internship Host Site.

Internship Host Site: The organization, business, or entity that offers an organized hands-on experience for a student intern. The Host Site will define the Site Supervisor, the learning objectives and projects, determine pay for the experience, and define the duration of the experience.

Roles & Responsibilities

Your role:

- **To properly register and complete all necessary paperwork from the department or University.**
- **To abide by the rules and regulations of the internship Host Site as well as The University of Tampa Code of Conduct.**
- **To find and secure an internship. No student will be “placed” in an internship by the University Internship Coordinator or the Faculty Internship Coordinator.**
- **To obtain personal health and accident insurance. Neither The University of Tampa nor the University Sponsor is responsible for any medical or legal expenses that may result from injury or illness sustained while participating in the internship.**
- **To seek approval prior to any international travel from the International Programs Office in order to monitor any travel advisories.**
- **To arrange transportation to and from the Internship Host site.**

Reminder: International students considering paid internships must check with the International Programs Office prior to acceptance of a paid position to determine their eligibility and to complete all required government paperwork .

How the University Internship Coordinator in the Office of Career Services can help:

- **Review your resume and cover letter**
- **Introduce you to HIRE-UT and additional resources that you can use in your internship search**
- **Practice your interviewing skills**
- **Answer your internship-related questions**

How the Faculty Internship Coordinator in your academic department can help:

- **Guide you through the academic credit process**
- **Answer your questions related to academic credit**
- **Approve internships for academic credit**
- **Recommend potential internships to students**

Internship Checklist

- Explore your values, interests, personality and skills; think about your internship goals
- Contact your faculty internship coordinator to discuss the academic credit process and requirements <http://ut.edu/detail.aspx?id=4330>
- Attend an Internship Preparation Workshop, presented by the Office of Career Services (see HIRE-UT for a current schedule)
- Identify employers and research their internship opportunities by:
 - searching HIRE-UT
 - networking with faculty, friends, alumni
 - attending the Internship Fair
- Visit the Internship Coordinator at the Office of Career Services (Riverside 116) to have your application materials reviewed
- Prepare for an interview by using Perfect Interview software or having a mock interview
- Apply for internships by sending your resume and cover letter; follow up with employers
- Attend interviews and send thank you letters
- Coordinate with faculty regarding requirements and university paperwork
- Evaluate offers and accept the internship that best fits your goals
- After the internship, evaluate your experience and update your resume

Expectations

Internships will vary in terms of what they offer and what you can expect. It is entirely appropriate for you to ask for specific assignments that will be expected of an intern. If you have given a good deal of thought to your expectations, you will be ready to discern the fit of the internship for you. Have a good understanding of the employer's expectations. Some employers will use the word "internship" to describe what is truly a part-time job, because it seems more glamorous and may be more attractive to students. If the prospect doesn't meet your expectations — don't settle, keep looking!

Expect administrative work

Remember that you are an intern, not the CEO, and that some administrative work is a normal part of most jobs. However, if a position description uses words like "office work," "data entry" or "support," get clarification on the amount of time spent on these tasks. Ask employers to provide you with references of past interns if you would like to find out what their experience was like.

Getting down to the "true" work

Explore what projects the employer might have in mind for an intern. Will you have the opportunity to be a part of a team? Will you work with clients? In what way will you be a part of the decision making on a project? What new skills will you learn? In what way will you use the skills that you are bringing to the internship experience?

Plan to be proactive

Expect that once you are in the internship experience you will seek out work and projects. Offer to try new things. Volunteer to take on responsibility as long as you feel that you are able to contribute in a positive way. Approach other employees to learn about their work. Ask a lot of questions!

Seek a mentor

Find someone who will be a mentor to you as you begin your work and learn the business. A mentor can help you find your way through the organization's culture, as well as support you in your work. In some cases, employers may assign a mentor to you. Mentors can provide valuable information and give you constructive criticism on your progress. Mentors also become excellent references as you seek full-time employment, because they can report their observations of your work.

"You get out what you put in"

The old saying is true. You get out exactly what you put into your internship experience. If it is nothing more than meeting academic requirements, earning easy credit, or just something you feel you should do, it will be of little or no value. If you work hard to set goals and objectives for your internship, your experience will be invaluable!

Resume Preparation

You only have 30 seconds to make a great first impression on an employer. Therefore, it is imperative that your resume be easily read and understood. Think of your resume as a personal marketing tool describing your education, skills, accomplishments, and experience.

Make sure your resume lands you an interview by following these tips:

- **Use a clean format that is easy to read/scan. Use bold to highlight information that you want prospective employers to know.**
- **Make it relevant to the employer. They want to know what you can do for them.**
- **Put the most important information first.**
- **Stress skills, results, and accomplishments.**
- **Proofread your resume for errors. If an employer finds an error in your documents, they are likely to believe that you will be careless in your work as well.**
- **Keep your resume to one page. Most employers believe that there is no reason for a college student or recent grad to use more than one page.**
- **Put your resume on professional paper; high quality white, off-white, or ivory is preferred.**

For more information, and sample resumes go the Office of Career Services Resume Writing Guide <http://ut.edu/detail.aspx?id=3652> or Optimal Resume.

Cover Letter Preparation

Some people might consider the writing of a cover letter to be the worst part of the internship application process. However, the cover letter serves two very important purposes; introducing you and encouraging the employer to read your resume. A resume should not be sent without a cover letter, unless instructed by the employer. Remember that like your resume, a cover letter should always be tailored to the specific internship for which you are applying. Start with the basic outline below, and see the Job Search Correspondence Guide for additional samples <http://ut.edu/detail.aspx?id=3652>.

Your return address
Phone number

Date

Employer contact
Title
Company name
Company address

Salutation: Do the research to find an actual person's name to address the letter to.

First Paragraph:

- The position you are applying for
- How you heard about the position (website, newspaper, HIRE-UT, networking contact)
- Customized and compelling reason why you want to work for the organization

Body Paragraph(s):

- Outline your strongest qualifications (education, experience, interests, responsibilities, etc.) that match the position requirements or the work environment
- Provide evidence of your related experiences and accomplishments through specific examples
- Do not restate your resume

Final Paragraph:

- Refer to your enclosed resume or any other enclosed documents
- Express appreciation for reading **the** letter
- Suggest an action plan in a stated period of time
- Restate your contact information

Sincerely,
Your Signature
Your Name

Enclosure

Interview Preparation

When you are granted an interview, it is time to sell yourself while evaluating the position against your goals and objectives. Remember you are also “interviewing” the organization for the right fit with what you wish to accomplish. Interviewing styles and techniques differ with every company. Here are some general tips that can assist you.

Preparation is key!

Know the Organization and Industry

- To learn more about the organization with which you will be interviewing, it is a good idea to do some research before your interview. Make sure you are familiar with the employer’s website, recruiting materials, annual report, location, and the name and title of the person interviewing you.

Know Yourself

- Everything on your resume is fair game during an interview. Remember to review your resume so you are able to discuss your strengths and weaknesses, accomplishments, obstacles, concrete examples to support top skills, and how those skills fit the internship.
- What do you do when you are nervous? Chances are you have a nervous habit that could be distracting during an interview. Practice how to overcome this by doing a mock interview at the Office of Career Services.

Know What Questions They Will Ask

- Identify potential questions and be ready to respond with concrete examples to them. Write down your own questions based on what you wish to accomplish in the experience. Know whether or not you need to prepare a portfolio or any other examples of your work.

Know How to Impress

- First impressions are everything. Make sure you make a good one by being a professional. Make sure you arrive early to your interview, dress conservatively, and treat everyone with respect.

Don’t forget to send a thank you note after your interview!

Search with



The Office of Career Services hosts a superior web-based career management system called HIRE-UT.

Getting Started on HIRE-UT

As a student, you have already been issued a login username (UT email address) and password (Student ID #) for HIRE-UT!

- Visit <http://ut.erecruiting.com/er/security/login.jsp> to log in
- **Complete your Student Profile**
- **Upload your resume under the Documents tab**

Searching for Posted Jobs and Internships

- **Click on the Jobs and Internships tab at the top of the page; input your criteria**
- **Review posted opportunities**
- **Follow instructions to apply**

Networking With Numerous Employers

HIRE-UT lets you search for employers' contact information. Just because an organization does not have a position posted does not mean that it does not have anything available. Use the contact information under the Employers tab to generate potential opportunities for internships.

Up-to-date Calendar of Events and Information

View information about upcoming workshops, job fairs, on-campus interviews, and application deadlines under the Calendar section.

Support for Using HIRE-UT

If you have questions about the system, please refer to Help in the toolbar or contact Career Services at 813-253-6236.

Professionalism

Professionalism is much more than wearing a suit. It is a combination of the way you behave and present yourself in business situations. Your internship might be your first opportunity to make a first impression. Follow the tips below to make sure that people will remember you as a conscientious and hard-working professional long after your internship ends.

- **Make sure that you are dressed and groomed appropriately for the organization in which you are interning.**
- **Use language that is appropriate for the workplace. How you talk to your friends is probably not acceptable when conversing with your new colleagues. Practice professional communication in your emails as well.**
- **Respect office culture and property. Spend some time observing how things work in the organization. Keen observation can help you understand the unwritten rules of the organization and allow you to fit in a lot faster. And by the way, those post-it notes are not for your own personal use. Office supplies stay at the office.**
- **Maximize your time at your internship. Ask questions, meet as many people as you can, and learn about the history of the organization.**

Search by Networking

You have probably heard the popular saying, “It’s not what you know, it’s who you know.” While this is not entirely the case, it does represent some truth. About 80% of jobs are filled without ever having been advertised. You might miss these opportunities if you are only searching job boards and websites. Therefore networking should be a vital part of your internship search. Many students are turned off by the idea of schmoozing. However, if you practice the following tips, you can elevate networking to a fine art.

Networking defined: Networking is a life-long process of gathering information pursuant to career interests.

How to Network:

1. Develop a Contact List

Think of all the people you already know that might be able to help you. These people do not have to be involved in your industry of interest; however, they might have connections with people who are. Expand your list by attending lectures and conferences in your field, getting involved with professional organizations, conducting informational interviews, and attending internship/job fairs. Do not forget to utilize the alumni network from your university.

2. Create Your “Pitch”

Your networking pitch is a 10-15 second introduction that tells who you are, what you have to offer, and what you are looking for. It can be used when you are calling networking contacts or in chance encounters.

3. Craft a Script for an Informational Interview

Email the employer or individual and let them know that you are a student interested in career advice, ideas, and information. Mention in your email that you will call them. Follow up with a phone call and introduce yourself using your pitch. Set up a time to meet. After your meeting, send a thank you letter.

Remember to nurture your network and be respectful of people’s time. Also be realistic about what your contact can and cannot do for you.

Success

- 1. Don't be afraid to talk with people. Be respectful of people's time, but don't be intimidated because you are a student. Take advantage of your time and build your network.**
- 2. Ask for things to do. One thing that aggravates any employer is paying someone to do nothing. Take the initiative and ask for additional work if you find yourself lacking in things to do.**
- 3. Be a SPONGE! Learn all you can about the industry. Talk with a variety of people in the organization to get an overall picture of the industry and the company.**
- 4. Read everything you can get your hands on. This will help you get as informed as possible about the company and the industry.**
- 5. Don't gripe about the grunt work. Everything has a purpose, so learn how the small tasks fit into the big picture.**
- 6. Milk the fact that you are a student. As a student, you are not as threatening to fellow employees, and most people want to help a student learn.**
- 7. Seek out the best. Find the most successful performers (potential mentors) in the company, and find out how they have achieved success. Gain valuable career information from these people.**
- 8. Get in the information loop. Decisions are not just made in meetings. Learn where people talk and exchange business information. A word of caution: do not participate in company gossip. That is a sure recipe for future problems.**
- 9. Ask to attend meetings and events. This will allow you to observe how things really get done.**
- 10. BUILD bridges; don't burn bridges. As a new employee, you are not in the position to be able to tell who can or cannot help you in your future career experience.**

Resources

Campus Career Center <http://www.campuscareercenter.com/students/intern.asp>

Career Builder

[http://www.careerbuildercollege.com/Default.aspx?
sc_cmp2=JS_HOME_CBCAMPUS&cbRecursionCnt=1&cbsid=8d3a966591d0470f8377c
4a2923103c1-279629105-we-6](http://www.careerbuildercollege.com/Default.aspx?sc_cmp2=JS_HOME_CBCAMPUS&cbRecursionCnt=1&cbsid=8d3a966591d0470f8377c4a2923103c1-279629105-we-6)

College Grad <http://www.collegegrad.com/>

Intern Abroad <http://www.internabroad.com/search.cfm>

Intern Jobs <http://www.internjobs.com/>

Monster Trak <http://www.monstertrak.com/>

Student Jobs <http://www.studentjobs.gov/>

SimplyHired <http://www.simplyhired.com/a/jobs/list/q-internships>

Idealist.org <http://www.idealist.org/if/as/Internship>

Intern Web <http://www.internweb.com/>

Wet Feet <http://www.wetfeet.com/>

Rising Star <http://www.rsinternships.com/>

Go Abroad <http://www.goabroad.com>