

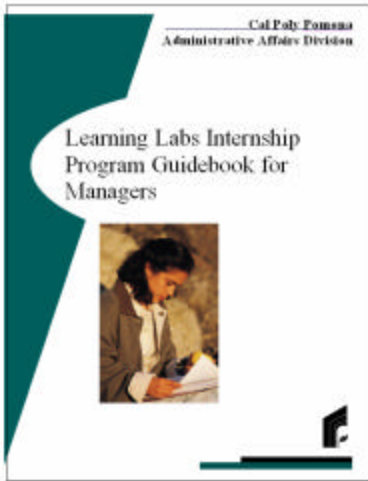
Cal Poly Pomona
Administrative Affairs Division

Learning Labs Internship Program Guidebook for Managers



Cal Poly Pomona Administrative Affairs Division Learning Labs Internship Program

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If you have any questions regarding this information, please contact:

Cal Poly Pomona
Administrative Affairs Special Programs
CLA Building 98, Room B1-35

Janet Cain, Risk Management & Quality Improvement
E-mail: jl Cain@csupomona.edu
Ext. 3727

General Information

This program offers students unpaid internship/practicum experiences in various departments and units within the Administrative Affairs Division at Cal Poly Pomona, providing opportunities for students to work and learn from staff and administrators. Through field-based experiences, students have the opportunity to strengthen their qualifications and gain experience, while earning academic credit. In the Learning Labs, students establish specific responsibilities and academic requirements with their faculty advisor, in partnership with the Administrative Affairs department/unit internship manager. Learning Lab Internships are unpaid, unless otherwise stated.



Learning Lab – A Course of Work Experience

A Learning Lab is a course of work experience directly related to the student's major and career goal emphasis. Experiential learning can increase a student's understanding of their chosen field and enhance the academic experience by providing new perspectives.

Purpose

The purpose of the Administrative Affairs Division's Learning Labs Internship Program is to bridge a learning-centered philosophy into the day-to-day operations of the various departments/units of the Administrative Affairs Division.

Learning Labs is in direct alignment with the mission of Cal Poly Pomona, to “advance learning and knowledge by linking theory and practice in all disciplines and to prepare students for lifelong learning, leadership, and careers in a changing, multicultural world.”

Our vision is to have internship opportunities throughout the various units/programs within our division. The possibilities are substantial for a variety of majors.

Benefits of Utilizing a Learning Lab

Internships are mutually beneficial relationships. The program provides a learning experience while offering a valuable resource for the office, projects, or departmental support. Cal Poly Pomona students are bright, highly motivated, and add tremendous value to our units by yielding research and recommendations we can utilize to improve operations and services. They also bring a sense of satisfaction and pride to the management and staff of the Administrative Affairs Division who participate in this important “learning-centered” contribution to our students.

By sending Learning Lab students back to the classroom aware of workplace practices and equipped with professional abilities, Administrative Affairs Division internship managers significantly improve the quality of education experienced by some of the next generation of professionals graduating from Cal Poly Pomona.

Student Eligibility

To be eligible, students must meet the following three (3) minimum qualifications:

1. Be a current student enrollee at Cal Poly Pomona who has completed 90 or more quarter units.
2. Maintain a current GPA of 2.0 or greater.
3. Have completed most of the core coursework for their major (exceptions may apply for certain majors, such as Chemistry, on a case-by-case basis).



Learning Labs Internship Criteria

1. Internships must involve direct application of academic knowledge and skills in a work setting (outside a regular classroom) and must be directly related to the student's major and, preferably, the student's career goal emphasis.
2. Internships must be jointly supervised by a faculty member and an on-site supervisor who occupies a position at the administrative grade/Management Personnel Plan (MPP) level within the Administrative Affairs Division.
3. The position must provide *new* learning opportunities.
4. Internships must have an individual agreement and be approved by the respective faculty advisor and Administrative Affairs internship supervisor.
5. Each internship agreement must identify the skill sets and outcomes to be obtained, in advance of the internship.
6. Each internship must have a final written product assessing the skill sets and outcomes attained in the internship agreement.
7. Internships, depending on department/assignment, may require satisfactory completion of a specific project with set timelines, including written documentation and/or reports submitted to the faculty advisor and the on-site internship supervisor. Projects and reporting requirements are determined by the faculty advisor in partnership with the on-site internship supervisor.

Academic Credit

The academic credit to be earned is determined by the faculty member, with typically two (2) units for approximately 20 hours of work per week or four (4) units for approximately 40 hours of work per week. There may also be an opportunity for a one (1) unit internship for 10 hours of work per week, depending on the student's major and the proposed internship project/work assignment.

Equal Opportunity and Non-Discrimination

Selections of Learning Labs Internships must be conducted in accordance with equal opportunity compliance and policies. Managers cannot unlawfully discriminate in the selection of individuals for a Learning Lab and must provide a working/learning environment free of unlawful harassment or discrimination.

Developing a Learning Lab Opportunity & Finding an Intern

Following are the easy steps to both develop your Learning Lab and advertise for an intern:

1. Develop an internship position description (see Appendix A). The position description should include a description of the position, the student's qualifications needed to complete the assignment/project, the time requirements for the internship, the Learning Labs Internship Coordinator and the application process.
2. Identify a faculty advisor and confirm structure and feasibility of the internship. Managers may contact the academic department directly to identify an appropriate faculty advisor or assistance is available through Administrative Affairs Special Programs, extension 3727.
3. Learning Labs Internships opportunities may be advertised with the academic department (websites, posting boards, etc., depending on availability within the specific department, school, and/or college). Also, the Career Center has offered to include Learning Labs postings on their website for internships. Typically, you will want to post the internship on the department and/or the Career Center's website somewhere around the 6th to 7th week of the prior quarter.
4. Collect resumes and schedule interviews at least three (3) weeks prior to the intern start date. Some departments utilize a small committee, including the lead and co-workers for the internship, to review resumes and interview internship candidates. For your convenience, Human Resources has provided sample interview questions (see Appendix C) utilized for their internship searches.
5. Select intern, then call and offer intern(s) the position on an unpaid basis. Call those who were not selected and notify them, letting them know they would be welcome to apply for future internship opportunities.



6. Have the intern(s) complete any departmental forms, such as a PeopleSoft Confidentiality Form, prior to the start date.
7. You may want to send an e-mail out to the department to introduce the intern(s) to their new colleagues, describing the intern(s)' background and project/assignment for the internship.
8. Be sure to introduce the intern(s) to everyone on their first day and have a mini-orientation for them (give them items in orientation packet). Speak to intern about work expectations, appropriate clothing for their assignment, attendance, etc. See below for sample work expectations.



Unpaid Internships

Although employers are not required by law to pay interns who qualify as learners/trainees, the U.S. Department of Labor under the Fair Labor Standards Act does require that employers meet certain criteria for unpaid internships. The following criteria will help you determine learner/trainee status:

- The training is for the benefit of the student.
- A student cannot displace a regular employee.
- Both the employer and the student know that the monetary compensation during the internship is not provided or is optional for specific internships.
- Students are not guaranteed a job at the end of the internship.
- Training must be hands-on-experience with equipment and processes used in the industry.

Tips for a Successful Learning Lab

A good on-site internship manager is key to a worthwhile internship experience. Your role, as manager, is an important part of an internship. You set the work expectations and are also viewed as a role model.

The internship manager should provide the following:

1. Goals and objectives of the Learning Lab.
2. Set and explain specific duties and responsibilities. Provide the intern with a brief job description of their duties. Try to vary their duties and expose them to new situations. Don't have them just filing all day. They need to have meaningful work assigned to them.
3. Supervise and designate a primary lead, if applicable.
4. Provide necessary orientation and training.
5. Provide necessary work space and access to equipment (including a PC and applicable software) to perform the internship's duties.
6. Ensure that interns observe a one hour lunch period after working 6 hours and two fifteen minute breaks if working 8 hours. Write breaks into their schedule.
7. Allow the intern to have 2 – 4 hours per week dedicated to work on their project.

8. During the first week of the quarter, along with the intern, jointly select their “intern project.” This is a project that will benefit your department and also that the intern has interest to do. Typically, the project needs to include a paper to be 10 pages written for 2 unit classes or 20 pages written for 4 unit classes.
9. Supply professional level feedback to the student on an on-going basis.
10. Advise the faculty advisor of any problems or changes.
11. Assess the student’s work and progress.
12. Provide a final evaluation of the intern’s performance. There is typically a deadline within the academic quarter for you to provide the evaluation (intern should have this form and can provide the timeline).
13. At the end of the internship, managers may offer to provide an internship reference.
14. When the student leaves, take some time to review and evaluate the internship experience, including the following:
 - a. What did you as the employer learn?
 - b. What did the student learn?
 - c. How was the internship experience received in your office/department?
 - d. Would you consider offering another internship?



Work Expectations

Not all interns are familiar with formal work environments and policies about conduct, break times, and attendance. To aid you in conducting a successful Learning Lab, sample work expectations that you may want to go over with your Learning Labs student intern(s) are included as an appendix. These work expectations were developed by Angie Hernandez, Manager of Employee Relations, Cal Poly Pomona Human Resources Department.

Manager’s Role in Providing a Worthwhile Internship

Providing the intern with meaningful work experiences that compliment campus instruction is at the heart of a successful Learning Labs Internship Program.

Administrative Affairs looks forward to its Learning Labs Interns receiving a worthwhile professional experience during their internships and appreciates the effort put forth by the site Managers in achieving this goal.

Rev. 10/2006

Learning Labs

CAL POLY POMONA

Administrative Affairs Division

Internship Program Application & Agreement

Quarter: _____, 20____

| | | | |
|--|-----------------------------|------------|---|
| Name: | | Bronco ID: | |
| Current Grade Point Average (GPA): | Quarter Units Completed: | E-mail: | Telephone Number: _____ Cell Phone Number: _____ |
| Mailing Address: | | | |
| Major: | | Minor: | |

Description of Internship

Please describe your internship as follows:

1. Job Description: Describe your responsibilities, assigned projects, and expectations.
2. Time Obligation: Specify the total number of hours you will work during the term. (1 credit hour = 30 working hours). Briefly explain how your time will be used.
3. Skills to be acquired: List specific skills you will gain through this internship.

4. Planned project: Please describe the planned project, if any, to be completed during the internship.

5. If applicable, list assigned readings for internship: Readings must provide technical and job-specific information, as well as encourage critical thinking and reflection. **List assigned readings (books, journal articles, etc.), and indicate how you will use the readings in the practicum.**

Signature of Agreement

Please review the full agreement with your faculty supervisor and sign below in agreement to the following:

I agree to fulfill the activities and conditions listed in this document.

Final projects will be agreed upon between the faculty supervisor, in partnership with the Administrative Affairs supervisor, and student intern participant.

Student's Signature

Date

Faculty Advisor's Signature

Date

Learning Labs Manager's Signature

Date

Rev. October 2006

Cal Poly Pomona

Fall 2007 MHR Internship Position

Diversity, HR & Employee Services Department

The internship interview coordinator will be:

Sandra Bufalini, Human Resources Office
Building 98 B1-15

Cal Poly Pomona
3801 West Temple Avenue
Pomona, CA 91768
E-mail address: sbufalini@csupomona.edu

Telephone: (909) 869-2927

POSITION: Work and learn about Human Resources by providing services in one of the following areas: Employment, Employee Relations, Training, Diversity, Customer Service, Payroll and/or general HR. Duties include assisting faculty and staff at the front counter, screening and tracking applications, preparing ads, revising guidelines and applications, conducting computer research, providing employment data input into Peoplesoft, creating excel spreadsheets and PowerPoint presentations, answering general questions, working on employee relations projects, providing support for training workshops, updating information on the website, and completing forms. May also work with personnel files.

QUALIFICATIONS: Completion of MHR introductory coursework. Excellent oral and written communication skills and a demonstrated ability to be flexible and to provide friendly and pleasant customer oriented service in a fast paced environment. Ability to keep information confidential. Diplomatic and professional demeanor. Microsoft literate, typing 45 WPM, ability to prepare Word documents and Excel spreadsheets. PowerPoint and Peoplesoft knowledge preferred. Detailed and accurate. Understanding of employment regulations helpful. Knowledge of statistics helpful. Previous office experience is helpful.

TIMING: Twenty (20) or Forty (40) hours per week. Human Resources office hours are 8:00 AM-5:00 PM, Monday through Friday. Working hours may be based on class schedule.

COMPENSATION: University coursework credit only. Non-salaried.

CONTACT NAME: Sandra Bufalini

APPLICATION PROCESS: Submit resume and cover letter stating abilities and strengths via e-mail to: sbufalini@csupomona.edu

Thank you very much!

Learning Labs Internship Program Sample Work Expectations

The following work expectations were excerpted from a document prepared by Angie Hernandez, Manager of Employee Relations, Cal Poly Pomona Human Resources, and are meant to be utilized as a tool to assist you in clarifying your department's work expectations for your intern(s).

Observance of Internship/Work Hours – Interns work hours are on a temporary basis during the academic quarter, when classes are in session. They often must juggle classes, homework, internship work, and non-internship employment or activities. A Learning Lab Internship requires a specific commitment of time and a schedule should be developed to allow successful completion of the internship. Interns should be asked to follow their established work schedule at all times. In the event of unforeseen events, please coach the Intern to follow these guidelines:

- Scheduled absences—The intern should be advised to notify the Internship Manager in advance if they require a scheduled absence.
- Unscheduled absences—The intern should be advised to contact their Internship Manager before the start time for any same day unscheduled absences, late arrivals, or contact him/her immediately for any early departures.

Absences or leaving the work area –The intern should be coached on departmental expectations on what to do if they need to leave the work area for any reason for a prolonged period during the workday, such as notifying their Lead and/or Internship Manager, or another manager. This can be critical for daily operations, in the event of an emergency, and for proper supervision purposes.

Confidentiality – The ability to be discreet and handle confidential information with the greatest of sensitivity is critical to the success of an intern, working with such data, and the department. Interns should be made aware of sensitive/confidential data they will be working with and the legal requirements and ethical behavior required of them when working with such data.

Working Relations – Interns need to conduct themselves with professionalism and respect at all times. Their interactions with others must be collegial and help create a positive work environment.

Accuracy – Interns should be coached to be accurate and not feel obligated to guess when responding to inquiries, but rather respond in appropriate manner, such as to indicate to the person that they will research/find out the answer and get back to them right away. At all times, they should avoid incorrect, evasive or misleading statements.

Voicemail – Interns should listen to their work-related voicemails immediately and carefully, determining whether there is a follow-up action or a response required, and then to respond accordingly. Interns are encouraged to show initiative and be responsive to all communications. Personal calls should be kept to a minimum.

E-Mail – Interns may receive both work and non-work related e-mails and should be coached to take extra care in determining the difference, being mindful that Spam and junk mail may carry potential viruses and can be very dangerous. For work-related emails, interns should read them as soon as possible and determine whether follow-up or a response is necessary, and respond accordingly. Interns need to know the appropriate response for departmental e-mails, such as acknowledging receipt of an e-mail or to give status, even if they do not know the answer but are working on it. Also, when e-mails for meeting requests are received, the Intern needs to know that they should respond quickly since it immediately advises the sender that they are confirmed for the time and place of the meeting.

Communications – Interns should be coached to communicate with their Internship Manager, Lead, and co-workers in a clear, honest, and timely manner. If they are unclear on any assignment, or if they have completed one task and are ready for additional work, they should be encouraged to show initiative and contact their lead/manager.

Meeting Participation – Interns asked to attend a meeting, should be coached to make every effort *to be there on time*, respecting their time commitments and those of others. Also, should the other meeting participant(s) be unavailable at the designated meeting time, or at any time in which the intern needs to see or report to them, the intern(s) should be coached to make every attempt to locate the other meeting participant(s): knock on their door, call them, leave a handwritten note outside their door/work area indicating the time they came by, or send an E-mail. If the Intern will be delayed or need to reschedule, they should contact the participants as soon as possible to explain the delay, give estimated time of delay or to reschedule.

Accurate and Complete Work -- Interns should be coached so that they know your expectations of accuracy and completeness when given a work assignment, task, or project. Interns should be asked to review and proofread their work very carefully for format, accuracy, grammar, tone, and purpose, *prior* to submitting it as complete. They should strive to be “brief, clear, and concise.” While all their work will be checked and possibly edited, Interns should not rely on their Lead or Manager to redo their work. Assistance with format and structure of their work should be sought out right away.

Conflict Management – It is normal for differences of opinion or conflicts to occur in the workplace. The Intern should be coached, so that when and if this happens, they will know it is expected that they will work towards an amicable solution, and be mindful not to escalate the situation. Exploring why there are differences, respecting the individual’s right to their opinion and trying to understand that varying life and work experience levels are different from person to person. The Intern should know to keep the channels of communication open with their Internship Manager, who may assist in this process if necessary.

NAME
DATE

MHR INTERNSHIP INTERVIEW QUESTIONS

1. Please describe any work experience you have had.

2. What types of work have you enjoyed the most?

3. What types of work have you enjoyed the least?

4. Why are you interested in this internship position? Also, what areas are you most interested in working in (we have openings in Employment, Training, Employee Relations, Diversity, Customer Service or Payroll)?

5. Please describe your computer skills, including if you have any Peoplesoft or website update/design experience.

6. Do you believe you have good written and oral communication skills? If yes, please explain.

7. Do you believe you have good customer service skills? If yes, please explain:

8. Please describe a project you've completed in the past that required a lot of attention to detail and analysis.

9. What days and hours would you be available to work (Must total either 20 or 40 hours; and after 6 hours, a 1 hour lunch which doesn't count toward the time)?