

McGAUGHY
INTERNSHIP & PROFESSIONAL
DEVELOPMENT CENTER

SUPERVISOR GUIDELINES
FOR POTENTIAL
HOST INTERNSHIP COMPANIES

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LONGWOOD
U N I V E R S I T Y

COLLEGE OF BUSINESS & ECONOMICS

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INTRODUCTION

These guidelines provide you with the information you will need to host your student intern from the Longwood University's College of Business and Economics Internship Program. In addition to defining the characteristics and learning opportunities of an internship, these guidelines provide direction on preparing for, coaching, and evaluating your intern.

HOW WILL AN INTERNSHIP BENEFIT MY COMPANY?

Bringing interns into your company should benefit you in many ways beyond just additional labor. An internship provides:

- A proven, cost-effective way to recruit and evaluate potential employees.
- New perspectives on old problems – fresh thinking applied to preconceived obstacles.
- Exposure for your company's personnel to current academic concepts.
- Freedom for your professional staff to pursue other projects.
- A flexible, cost-effective work force not requiring long-term commitments or benefits.
- A year round source of highly motivated pre-professionals.
- Quality candidates for temporary or seasonal positions and projects.
- Reduced turnover rates for beginning professional employees.
- A contribution to society by supporting higher education's learning processes and by providing work experiences for the next generation of professionals.
- Enhanced community awareness and public visibility for your company as you contribute your expertise to the educational enterprise.

WHAT IS A LONGWOOD INTERNSHIP?

Internships through Longwood's College of Business and Economics are part of our students' education. They allow students to gain professional and personal growth by participating in monitored work experiences.

Internships are:

- Structured with intentional "learning agendas" included in the experience.
- Carefully monitored and evaluated for academic credit.
- Required for graduation.
- Flexible to the needs of the student while balancing the needs of the host company.
- At least 160 hours in duration.
- Part-time or full-time.
- Paid or non-paid.

A WORD ABOUT PAID AND UNPAID INTERNSHIPS

The internship program does not restrict nor award credits based on whether an internship is paid or unpaid. While every internship is different and each industry has its own personality, please remember that interns pay tuition for each credit hour earned, along with an internship fee. Your company may not be in a position to pay very much; however, perhaps you could pay for parking, take them to lunch every so often, or develop some other creative way to financially assist them.

When a host company uses unpaid interns, certain guidelines should be followed to conform to the Fair Labor Standards Act. This act applies to all employees whether they are government, non-profit, or for-profit. There are some circumstances under which individuals who participate in "for-profit"

private sector internships or training programs may do so without compensation. Please consult your legal advisor for more detailed information.

WHAT DO I NEED TO DO?

An internship by its nature is a flexible program; however, you should spell out projects, duties and expectations through a job description so that everyone understands the anticipated outcomes. Below are additional requirements of the internship program:

1. Be ready for your intern:

Take stock of the preparation needed to host an intern:

- Have you structured a quality experience that challenges and motivates the student to learn and perform?
- Have you planned specific projects for your intern?
- Have you designated a “point person” to mentor the intern and show him/her the ropes?
- Does your internship offer at least 160 hours of quality work experience?
- Can you be flexible around a student class schedule (if need be)?
- Have you designated space for the intern to work?
- Have you provided a phone? A PC?
- Have you planned for internet access? Email access?

2. Understand the intern’s expectations:

As a host company, it would be beneficial for you to spend some time learning your potential intern’s objectives. It then may be advantageous to adjust your internship job description so that it meets the student’s academic goals. You should know:

- What the student hopes to achieve during his/her internship. Internships are learning experiences, not just jobs.
- What the student’s supervising professor’s requirements might be. Professors will be looking for a relationship between the intern’s job and their classroom preparation. Professors may contact you directly as part of their monitoring of a student’s internship.
- How many course credits the student wants to receive for their internship (160 hrs. of work = 2 credits; 240 hrs. = 3 credits; each additional 80 hours of work = 1 credit, up to a maximum of 6 credits). Our students are required to complete a minimum of 2 credits/160 hours.
- When the student could start working for you, and when the internship should end.
- What hours the student will be available, remembering that many students may still be taking university classes during their internships.

3. Understand and complete Longwood’s required documentation:

Those requirements include the following:

- Complete the “Risk Management Form” (Appendix A) – You are required to fill out and submit a “Risk Management Form” prior to the beginning of the internship. You must sign and return the finalized form to the McGaughy Center by fax or mail before the internship can begin.
- Complete the Host Internship Company section of the “Internship Agreement Form”, which your potential student intern will send you via e-mail (Note: this form is not included in this

document). The form should be completed electronically as soon as possible and returned electronically to the student's supervising professor by clicking the "submit" button.

- Please note that the student's supervising professor may not initially approve the internship and may request that you put more focus on certain aspects of the job as it relates to the student's classroom work and/or career ambitions.
- Complete an on-line evaluation form immediately after the completion of the internship (<https://www.surveymonkey.com/s/SupervisorEvalForm>). Students are evaluated and grades are based, in-part, on meeting or exceeding a series of competencies identified in this on-line evaluation form. The on-line evaluation form may be shared with the intern for instructional purposes.

4. Be prepared to coach your intern:

Students may have had little experience in a professional work environment. They may not know or understand your expectations. To make sure your intern is ready to report to work, it would be beneficial to prepare them by:

- Reviewing with them your well-defined internship job description.
- Discussing a "Plan B" to avoid any down time for them – things they should do if they cannot work on their primary assignments.
- Offering guidance and open, positive supervision/communication. They will learn when you help them understand the reasons behind certain tasks or functions.
- Covering your company's dress code and any other work place requirements in advance.
- Discussing confidentiality issues in advance, or on their first day at work. Interns will be completing academic assignments relating to their internship experiences, so it is important that they understand your confidentiality rules at the beginning of the internship.

EIGHT CONCERNS OF INTERNS

Through feedback and exit interviews, we have identified eight areas that typically lead to student and host company internship successes:

1. Give them real work.

Interns want to work and learn! Provide interns with opportunities to gain work experience, while allowing them to apply classroom business knowledge. You may gain new business ideas from them. If you've brought on an intern as a recruitment tool, give them assignments that will allow you to assess their abilities.

2. Do what you say, and say what you do.

Be honest with your interns about what they can expect. If the job requires stuffing some envelopes, then make that clear. If you tell the intern they will be doing research for a project, and they spend 90% of their time doing "grunt work," bad feelings will develop.

3. Provide feedback – proactively and often.

Remember that interns are students, and may not have the business skills and experiences you take for granted. If your intern makes a mistake, just pull him/her aside and explain how the situation should be handled in the future. If your intern does something well, let him/her know. When you host an intern, you are playing a significant role in their preparation for post-graduation employment.

4. Include them.

Is there a staff meeting they could attend? Could they quietly tag along to the next project meeting? Could they go to lunch with a couple of people in the office? Please include them in the daily life of your workplace. They learn by the experiences you give them.

5. Explain what and why.

When you assign work, make sure you give a detailed explanation and help them understand why this work is needed. While the work may seem trivial and obvious to you, it may not be obvious to someone who's never done it before. It also helps the student learn if they understand why the work is needed and how it contributes to the organization. Patience, and a few extra minutes at the beginning, will pay off later when your intern can independently produce a good work product.

6. Provide a mentor.

Make sure that your intern has a mentor or supervisor to provide guidance. If you make it someone who truly likes to teach, the experience will be even better.

7. Spend time with your intern.

The best mentor in the world is useless if he or she can't or won't spend the necessary time mentoring. As newcomers, interns may not speak up if they're feeling ignored. The burden of making sure they're okay is on the mentor. If the busiest person in the office wants to be the designated mentor, he or she should schedule regular times to meet with the intern.

8. Help them feel welcome.

The first day on the job often sets the tone for the entire experience. Please make sure the appropriate associates in your company know the intern is coming and that they are prepared to introduce them and show them the ropes. Remember interns will need a chair, desk, phone or computer to do the task assigned. It typically is not efficient to move an intern from desk to desk as people are out one day to the next.

A successful internship takes teamwork between the student, their host company, their supervising professor and the McGaughy Center. We hope these supervisor guidelines have answered your internship questions; however, please contact us for more information:

McGaughy Internship and Professional Development Center
Longwood University, College of Business and Economics
201 High Street, Farmville, Virginia 23909
internshipsCBE@longwood.edu
Phone: (434) 395-2878 -- Fax: (434) 396-2203

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Appendix A

RISK MANAGEMENT FORM

McGaughy Internship and Professional Development Center
College of Business and Economics
Longwood University
Farmville, VA 23909

The purpose of this Risk Management Form is to set forth the provisions under which students in the College of Business and Economics of Longwood University (LU) will perform an Internship (experiential learning) at _____ (**Company**). This Internship is part of the College of Business and Economics' graduation requirements and the students involved are considered agents of the Commonwealth of Virginia while carrying out their assigned duties and responsibilities. Following are specific agreements between LU and the above listed Company/Agency.

1. The LU point of contact is _____ (**Professor/supervisor**) and the Company point of contact is _____ (**Company/supervisor**). These persons will be responsible for overseeing the student's internship and resolving any problems that may arise. The LU point of contact will ensure that the student is technically qualified to perform the duties assigned. The Company/Agency will also assign a qualified person to mentor the student while performing the Internship.
2. Each student assigned by LU will be given written instructions that will include specific duties and responsibilities. In as much as the students are neophytes in the field, they should not be expected to perform assignments not specified.
3. There will be no exchange of funds between LU and the Company/Agency. The Company/Agency will furnish all equipment and supplies required for the Internship. Any purchase for uniforms or personal items will be funded by the student.
4. Students performing Internships have liability insurance coverage under the State's Risk Management Plan for simple, negligent acts arising out of their assigned duties and responsibilities. This coverage does not extend to illegal or willful acts. Nor does this insurance coverage extend to the operation of the Company/Agency's vehicles. The LU Risk Manager will provide a Certificate of insurance upon request (ph: 434.395.2093).
5. Any medical expense associated with the Internship will be funded by the student. In the event of an illness/injury that occurs on site, it will be appreciated if the Company/Agency provides first-aid treatment as appropriate.

Longwood University assumes no responsibility or liability for any injuries to your person or property caused by the acts or omissions of others during transportation. Further, Longwood University makes no recommendations or guarantees as to any travel agencies or lodging and transportation providers you may deal with in making your travel arrangements. To protect yourself from these types of losses, you may wish to purchase appropriate insurance.

By signing this form you are acknowledging that you have been informed about certain risks and responsibilities involved and that you are knowingly and voluntarily assuming them.

By signing this form you also agree, for yourself, your heirs and assigns, to release and hold harmless Longwood University, its employees and agents, from any legal claim or liability for any bodily injury

and personal property damage that is caused to you by the negligent act or omission of third parties while you are participating in the Internship program.

Intern's Signature: _____ Date: _____

If the participant is under 18, a parent or legal guardian must also sign.

Parent or Legal Guardian's Signature: _____

Date: _____

McGaughy Center Signature: _____ Date: _____

Company Representative Signature: _____ Date: _____

This form should be signed by all of the above parties and returned by fax (434-395-2203) or mail to:

Nancy Postans, Assistant Director
McGaughy Internship and Professional Development Center
Longwood University, College of Business and Economics
201 High Street, Farmville, Virginia 23909
internshipsCBE@longwood.edu -- Phone: (434) 395-2878

Appendix B

INTERNSHIP COMPANY DATABASE REGISTRATION

McGaughy Internship and Professional Development Center

College of Business and Economics

Longwood University

Contact Information and Internship Description

In order to submit your company's internship information for inclusion in our databases, please fill out and return this application form. Once approved by the Internship Director, your information will be added to the McGaughy Internship and Professional Development Center's database and the University Career Center's database. It will then be available to Longwood students.

COMPANY/AGENCY INFORMATION:		
EMPLOYER NAME:		DIVISION/DEPARTMENT:
CONTACT PERSON:		TITLE:
EMPLOYER ADDRESS:		
PHONE:	EXT:	FAX:
EMAIL:	WEBSITE:	
COMPANY/AGENCY DESCRIPTION:		

Please complete PART A for each available internship opportunity.

PART A — Posting An Internship Opportunity

Select methods you would like to receive resumes:

Email Online Other

Internship Description:

Posting Date (date you want position to go live):

Posting Expiration Date: Do not expire:

Location: City: State: Country:

Salary (or mark Non-Paid):

Desired Start Date: Duration (# of weeks): Approx. Hours/Week:

Desired Business Concentration(s) – indicate all that are applicable (Accounting, Economics, Finance, Information Systems & Cyber Security, Management, Marketing or Real Estate) – additionally, please note as such if your internship, regardless of Business Concentration, is related to Supply Chain Management:

Minimum GPA required:

Return Completed Internship Company Database Registration Form To:

Ashley Crute, Associate Director

McGaughy Internship and Professional Development Center

Longwood University, College of Business and Economics

201 High Street, Farmville, Virginia 23909

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