Internship & Student Employee Coordinator Checklist

Before the Semester Begins

☐	**Current interns/staff:** • Remind students and supervisors of upcoming trainings (required for anyone who has not attended previously and recommended for those who have). o Continuing students should attend at least once per year; both are offered in spring and fall. • Orientations and trainings occur the week prior to the start of each semester. In summer, orientations occur during the first week of summer; no additional training is offered. o Orientations - new interns/staff are required to attend an orientation for their position ▪ New intern orientation facilitated by experienced supervisor; topics include receiving units, live scans, drivers forms, T-shirt sales, dress code, computer log-ins, logs policies and procedures, etc. ▪ The following forms must be given in advance, attached to the internship offer email, and are due at the orientation: • Volunteer Information Form, Waiver of Liability, Driver Certification for Business Use of Vehicles, Authorization for Release of Driver Record Information, and Media Release. ▪ New-hire orientation facilitated by experienced supervisor or director; topics include application, timesheet completion, tracking logs, policies and procedures, etc. • HR attends to complete the hiring process paperwork. Photos are taken for the photo board and students sign up for units. • Note: international students may need to go through a different hiring process. o Trainings - new interns/staff encouraged to attend additional trainings ▪ Spring/Fall Student Training ▪ Diversity Training facilitated by Office of Diversity or similar program ▪ Civil Rights training

For technical assistance or if you have questions about how to implement this Basic Needs strategy on your campus, contact the Center for Healthy Communities at (530) 898-5343 or chc@csuchico.edu

Center for Healthy Communities
California State University, Chico

☐	• Connect with faculty or supervisor in charge of units before semester starts o Request deadline for needed Special Course/Supervision forms o Make a tab on current intern/employment Excel list to track all students (Continuing employees, new employees, continuing interns, new interns), the number of units they enroll in, the course number, and their faculty supervisor.

Within the First Two Weeks Semester

☐	**Current interns/staff:** • **Go to your online survey service of choice (if applicable) and pull internship satisfaction survey results from previous semester and set up a new collector for current semester survey collection.**
☐	• Email continuing interns/staff on the first day of the semester with guidance on how to sign up for internship units (combine with student enrollment certification o For most campuses during the summer, interns cannot receive units unless they are enrolled and paying for units for the summer school internship class. Due to liability concerns, all summer interns not signed up for units must complete a volunteer form. ▪ Collect volunteer forms, attain required signatures, and submit to HR. o At CSU Chico internship units cannot contribute to full-time status for paid staff. Requirements for student employees to enroll (as of Jan 2015): ▪ Undergrad- minimum of 12 non-internship units ▪ Grad- minimum of 8 non-internship units o Interns may receive units from their discipline or through another department your team collaborates with if their discipline does not offer an internship "course" ▪ Students can receive up to 3 units for their internship/employment at CHC each semester ▪ When entering the units on student's transcripts, inform director if students have reached their max units or have a hold on their transcript. Forward this information to the student along with instructions to clear the hold or petition for additional units (form should be available on your campus website). ▪ Example of internships and requirements from CSU, Chico. • HCSV – Students must be enrolled in the HCSV internship course (completed through their dept. office) and commit to 300 internship hours, and attend the monthly course on campus for this internship to meet their graduation requirements. If HCSV students are not interested in this internship meeting their grad requirement, they may sign up for NFSC internship units instead.

	• SOCI – Students must be enrolled in the SOCI internship course (completed through their dept. office), commit to 135 internship hours, and attend weekly course on campus for this internship to meet their graduation requirements. • KINE- Students should connect with their department who can assist them in receiving KINE internship units. If they are unable to get KINE internship units, they may sign up for NFSC internship units instead. • BADM, LBST, CHLD, COMM, MATH, etc. – Students may sign up for NFSC internship units as their dept. does not offer an internship "course"
☐	**New interns/staff prep for next semester:** • If interns drop their internship, update the google doc by putting a ~~strikethrough~~ though their name. • If it is determined that additional recruitment is needed, begin recruiting during the first week of classes and set application deadline for Friday of second week of semester. Follow the remaining steps of the process as outlined below for new intern prep, but on a condensed timeline so interns can start as quickly as possible. In place of the large Meet & Greet, offer either interviews or a smaller/ quicker version of the Meet & Greet. Website: Pull down previous semester information

Early-mid Semester

☐	**New interns/staff prep for next semester:** • Create the table of dates for upcoming semester application deadlines, Meet & Greet date (interns only), interview dates (paid employment and post-grad if competitive), placement/notification date, and orientation and training dates o Share with director or assistant director to double check dates o Prompt internship coordinator (orientation/ training facilitators/coordinators) to provide dates, times and locations for all required trainings • Make any necessary updates to application forms • Website: Update schedule and application forms for upcoming semester by October 1 (Spring) or March 1 (Summer & Fall) • Add upcoming Meet & Greet to supervisor's calendars.

Mid Semester

☐	**Current interns/staff:**
	• Request final list of students receiving units from administrator. Compare with in-house list created and note any inconsistencies. Keep this list for use at the end of the semester.
	• Send mid-semester email to all interns. Include info about:
	  o Internship hours – if they are concerned about completing their hours, they are to tell their supervisor
	  o If they are interested in another internship or a paid position, they will need to re-apply. Direct them to the website for details and deadlines.
	• Forward mid-semester intern email (template available) to all supervisors and remind them to:
	  o Complete mid-semester intern objective and performance evaluation
	  o Review Supervisor Checklist for New Interns (attach to the email)
	  o Prompt them to begin discussions re: next semester staff planning
	  • Interns – Will they apply for cont'd internship or student employment? Will they not be completing their hours (incomplete on transcript)?
	  ▪ Student employees – Will they continue? Change tasks/supervisor? If graduating, will the student be leaving or are they interested in staying for post-grad employment?

☐	**New interns/staff prep for next semester:** • Book conference room or other area for interview dates/times). Each interview requires a 30 minute time slot. Pre-book at least 8 hours split between two days. Add more time later if necessary. • Request time on supervisor meeting to discuss upcoming staffing needs ▪ Schedule selection meeting for the week after interviews & Meet & Greet. Book a conference room and send out an Outlook calendar invite.

Mid-late Semester

☐	**New interns/staff prep for next semester:** • If needed, facilitate discussion at program manager meeting for all supervisors to share plans for current staff in the future. Based on the information gathered re: questions above, determine needs for upcoming semester. o Determine if there is need and funds available to hire. o Supervisors may decide to shift student employees to different supervisor/ tasks based on need o Supervisors make requests for post-grad hires and determine if competitive or non-competitive positions (Stephanie Bianco will help facilitate this process – see post-grad procedure) ▪ Supervisors identify "student lead" positions - follow up with supervisor, Kathy, and Kristin to make sure student receives new title, increased pay, and recognition for helping during a supervisor's leave of absence
☐	• Following the meeting, send supervisors an email asking them to update the google doc with notes about future plans for each person they supervise (e.g. graduating- last day 6/1; will apply for paid position and will not need but highly recommend; will apply for continued internship and do not recommend). ▪ Collect responses and send end-of-employment paperwork and timesheets to director or supervisor
☐	• Summer: follow-up with supervisors and departments on additional intern needs for fall • Initiate intern recruitment efforts. o Update general recruitment flyer. Prompt other supervisors to modify for specific disciplines/needs. ▪ If a supervisor needs more than 2-3 interns, especially if interns should be from a specific discipline, the supervisor should assist with recruitment by connecting with specific departments &/or faculty o Email department connections to send announcement flyer to all partnering faculty o Email current interns/ student staff to start making announcements in their classes. Provide clear instructions including timeframe, announcement flyers, brochures and business cards. o Set up on-campus recruitment (intern tasks – weekly presence on campus for a month prior to deadline)- Optional o Email campus student announcements o Connect with the other programs ▪ Contact previously unselected student employee applicants to notify them of current opportunity to apply again and upcoming deadline for positions beginning next semester.

☐	• Plan Meet & Greet
	  o Determine the set-up for the event and prompt supervisors to prepare (e.g. grouping by internship option, table signs, etc.)
	  o Prep presentation and pictures (include note about shifts for nearly all interns)
	• Coordinate plans for snacks/ beverages

Late Semester

☐	**Current interns/staff:**
	• Notify admin services to create end-of-semester certificates. Utilize non-permanent staff contact list and create certificates for student interns utilizing the intern certificate template.
	• Send end-of-semester email to all current interns. Include info about:
	  o Internship satisfaction survey - This is a requirement to conclude the internship and associated time can be included on the intern activity log. Interns will be asked to confirm the completion of this survey during their final evaluation by submitting their printed completion certificate and submitting with their final evaluation
	  o Performance Evaluation – To be completed by the end of finals week
	  o Reapplication deadline for upcoming semester

☐	• Forward end-of-semester intern email to all supervisors and remind them to:
	  o Complete intern objective and performance evaluation and submit original to Stephanie Bianco
	  o Review Supervisor Checklist for New Interns (attach to the email)
	  o Notify supervisor if any intern has not completed their internship hours. Forward the names of any interns who are not going to complete their internship to director. These students will receive an incomplete on their transcript until they finish their hours.
	  o CSU, Chico Example:
	  ▪ *For NFSC units - Interns must be within 10 hours of completing their internship requirements (2 units=90 hours; 3 units=135 hours) to receive a complete. If they do not complete their internship, they will receive and incomplete on their transcript and will need to apply for a continued internship to continue. Once they reach the required # of hours, the incomplete will be changed to a complete on the transcript (notify Stephanie Bianco to do so).*
	  ▪ *If an intern does not complete a minimum of 125 hours in a semester and wishes to apply for paid employment, they must complete another 2-unit internship to meet the requirements; however any hours over 90 already worked can*

	be applied to the second internship (e.g. if intern completes 110 hours in semester 1, they only need to complete 70 hours in semester 2 to reach a total of 180 hours and be eligible for hire).
☐	**New interns/staff prep for next semester:** • Receive applications for new/continuing interns & new student employment/post-grad employment (if competitive) o Review intern applications for: ▪ Major and units must match (see units explanation in the "Within first 2 weeks of the semester" section above) ▪ Availability and units must match • Call any applicant with very limited availability to verify availability and explain hour commitment for units requested ▪ Eligibility requirements: • *Applicants must be currently enrolled in undergraduate or graduate courses at CSU, Chico and be in good academic standing. Students on academic probation are not eligible to apply.* • *Applicants must have completed a minimum of one year of undergraduate study by the start of the internship.* o Review new student employment applications for: ▪ Availability and desired position/ tasks o Eligibility requirements: ▪ *Applicants must be currently enrolled in undergraduate or graduate courses at CSU campus and be in good academic standing. Students on academic probation are not eligible to apply.* ▪ *Applicants must have successfully completed the orientation training and required internship hours. This requires students to do a minimum of: 1) 135 internship hours (3 units) in one semester or 2) 90 internship hours each semester for two semesters (totaling 4 units). In rare cases, you may be able to pay an applicant prior to the completion of required internship hours on a special need/ special skill basis.* ▪ *Applicants must provide a minimum availability of 10 hours per week (Mon - Fri, 8am - 5pm).* o Review post-grad employment applications for: ▪ Availability and desired position/ tasks ▪ Eligibility requirements: • *Applicants must be a current employee.* ▪ *Applicants must provide a minimum availability of 10 hours per week (Mon - Fri, 8am - 5pm).*

☐	• Within 3 business days, respond to each applicant. Responses include: o Intern/ Cont'd Intern – Confirm application materials were received, Meet & Greet date/time/location and details. Student Employment/ Post-Grad Employment – Confirm application materials were received, date when they will be contacted re: possibility of interview, potential interview dates
☐	• Create applicant list on Google docs • Route list to all supervisors (hide contact info on routed copy)
☐	• Conduct interviews for student employment/post-grad employment (if competitive) o If many applicants, determine whether or not everyone will be granted an interview based on needs. Some applicants will need to be emailed if they will not be granted an interview at this time. o Ask other supervisors to help with interviews. Internship Coordinator should be present at all interviews if possible. Send out a schedule via email or Google doc and ask for 1-2 additional interviewers for each time slot. o Call applicants for paid employment/competitive post-grad employment to schedule interviews. Provide instructions on where to go, time and date. o Conduct interviews using student interview questions and rubrics to score applicants • Request supervisor recommendation for hire: 0= do not hire, 1=could work out, 2=recommend, 3=highly recommend
☐	• Facilitate Meet & Greet event for interns o Provide introduction to basic needs program, explain structure and intern tasks, and facilitate supervisor introductions. • Provide ranking sheets for all supervisors to select their top three applicants for each position they wish to fill. Request ranking sheets to be collected prior to the selection meeting.
☐	• Schedule upcoming Meet & Greet. Reserve large room for 6 months in advance.
☐	• Create template acceptance emails (intern & new hire) with training information. o Update self-study information to attach to new-hire email o Selected applicants should be informed: ▪ Training requirements ▪ Supervisor name ▪ Brief description of internship/employment tasks

	▪ They must accept or decline the offer within 3-5 business days • Attach forms that need to be printed/brought to the intern orientation: Volunteer Information Form, Waiver of Liability, and Driver Certification for Business Use of Vehicles, Authorization for Release of Driver Record Information, and Media Release.
☐	• Facilitate selection meeting for all supervisors to identify their interns and/or paid staff. o Bring applicant list with supervisor ranking selections noted o Determine which interns will be selected and: ▪ Interns: primary supervisor name, will they need to be live scanned (if so, project to charge), and will they have a Production Kitchen shift (Sheena Gruenberg will determine time slot) • Student employees: primary supervisor, rate of pay, start date, projects to charge, need live scan or driving paperwork (route this on a sheet requesting the info – see template)
☐	• Finalize selections o Email applicant list with placement information and ask for verification. Also ask if any supervisors still have unmet needs. o Determine Program Assistant (i.e. post-grad) positions after selecting student employees. Students are always the priority. o If there are any unselected interns, ask if anyone would like to supervise them o Based on number of unselected applicants and/or unmet supervisor needs, determine whether or not there will be additional recruitment • Give finalized list of new students for hire to director.
☐	• During finals week, email each applicant individually utilizing templates created and Cc primary supervisor. Fall interns and student employees are accepted in early to mid-August. o CSU, Chico Example: ▪ In HCSV intern acceptance emails, add statement recommending that they meet with their assigned supervisor to set up their internship goals and sign the required HCSV paperwork prior to orientation and training. This will enable them to capture training hours toward their goal of 300 internship hours. ▪ Fall HCSV receive acceptance in Spring. o Once selected applicants respond accepting the offer, reply and be sure the primary supervisor is still Cc'd. o Any selected interns who decline the offer should be crossed off the list with a note of the date and reason for declining. Those who've not respond should be called – don't assume that they are declining. o Update Google doc contact list throughout the semester with any intern • Unselected applicants (both intern and employment) should be informed of the reason for not being selected and encouraged to reapply in the future.

☐	• Once the new and continuing intern lists are completely finalized, send intern list to supervisor conducting intern orientation and admin (intern contact lists).
☐	• Connect with supervisor conducting orientation and admin team member to help prepare for intern orientation and new-hire orientation, specifically pertaining to the details within this process to ensure consistency.