

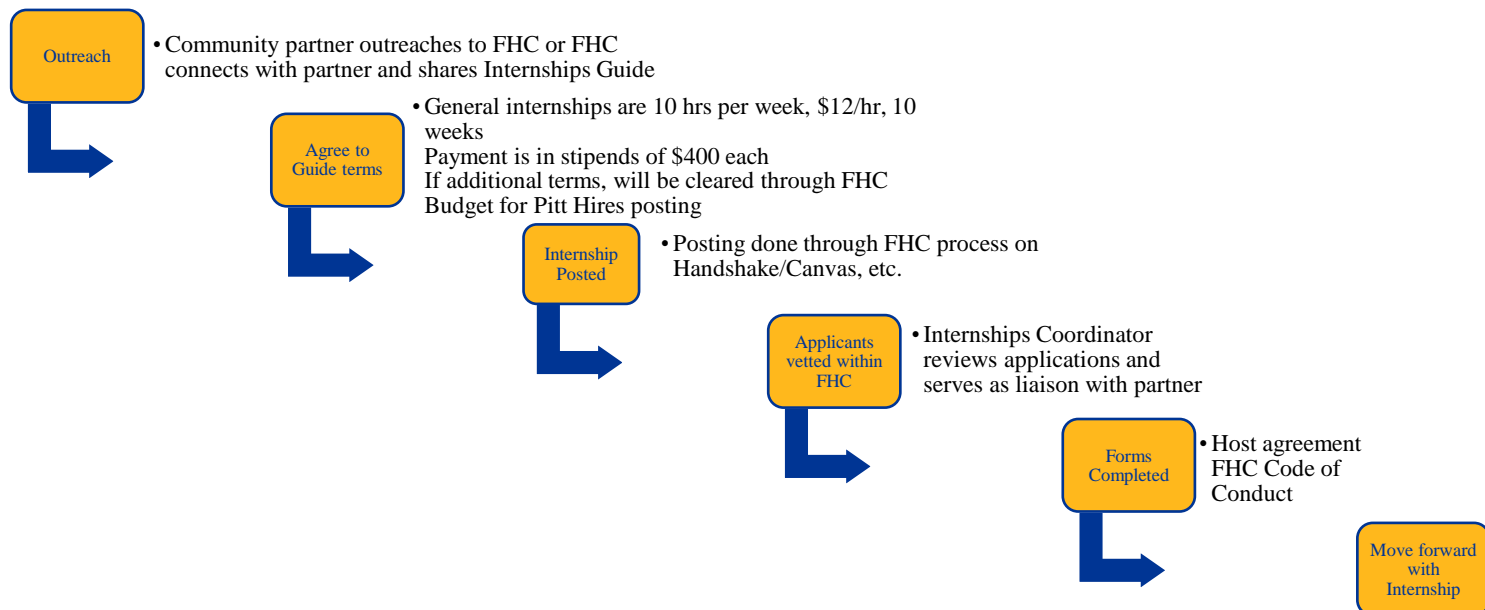
## Office of Community Engaged Learning

### Internships Guide

#### Overarching Goals

Internships are an important part of students' co-curricular experience within the David C. Frederick Honors College (FHC). FHC internships are designed to **elevate** their perspective on the way they view themselves, the people around them, and the world. Through community-based and professional internships, they have the unique opportunity to **create** new networks, build friendships, and expand their identity to propel them to their next step. Internships allow students to argument their understanding by establishing clear professional boundaries, fueling self-awareness, and **analyzing** their social responsibility through reflective practices.

#### Steps to the Internship Partnership



### **Internships Expectations for Partners**

- Clear expectations about where work should be performed (in office/remote/hybrid)
- Establish a point of contact within the organization for all correspondence regarding the intern.
- Create a timeframe for the internship (start date/end date).
- Discuss expectations around desired hours and tracking.
  - Students will keep a time log as part of their bi-weekly journal.
- Sign a host agreement letter including purpose of internship, benefits eligibility, compensation, timeframe, and steps detailing how to accept the position.
  - FHC will keep this document on file.
  - A template will be provided following the agreement to Internship Guide terms.
  
- Check ins with the student that includes constructive feedback and mentoring.
  - An assigned mentor or manager
  - Make yourself available to the intern for concerns.
  - Create an environment where questions are encouraged and well received.
- Articulate professional dress code
- Create a culture that supports learning and growth.
- Check in with the Internships Coordinator, as requested.
- Email the Internship Coordinator with any questions.

### **Student Internship Expectations**

#### **Bi-Weekly Journal.**

**Rose.** Students will write a paragraph describing what has gone well during their week. Students should consider the following questions in this section: What did I learn this week during my internship? What is going well in my experience? How can I celebrate myself? Where have I been successful?

**Thorn.** Students will write a paragraph describing areas they need to improve during their week. Students should consider the following questions: What is not going well this week? Where do I find myself struggling? What has been a challenge? What questions or concerns do I have thus far?

**Bud.** Students will write a paragraph describing what is on the horizon. Students should consider the following questions in this section: What am I looking forward to this week? What assignments do I have upcoming? Do I need more opportunities? What am I excited about?

**Time log.** Students will briefly document how many hours they spent at their internship bi-weekly to close out their journal entry.

**Human-Centered Design Thinking.** Rose (positivity, strengths, successes), Thorn (negativity, weaknesses, challenges), Bud (opportunities, potential, areas for growth), is a Human-centered design method used to gather specific and actionable information. Human-centered design is a problem-solving technique that puts real people at the center of the development process, enabling you to create in ways that resonate with others and are tailored to your audience's needs. This method is a way for students to reflect and give feedback on their experience. Reflection is important for thinking critically and a helpful tool during every phase of the internship process, by establishing guidelines that are positive, negative, as well as opportunities for growth.

**Human-centered design framework | LUMA System ([luma-institute.com](http://luma-institute.com))**

**Video Conference Chat.** The student must meet with the Internships Coordinator three times during their internship process. Initially, after accepting the opportunity, the student should meet regarding any final questions or concerns. The second

conversation will be at the end of week five and will serve as a mid-point update concerning how everything is going with work responsibilities, time management, and broad support. The final conversation will be at the end of week ten and will serve as a reminder to complete the reflection blog post and field any questions regarding next steps/more opportunities.

**Reflection Blog Post.** Upon the internship's completion, students will draft a reflection post outlining their experiences. Students should pull from their bi-weekly journal to guide their self-reflection and personal growth during their internship. Students will have the chance to share photos and speak about their work during their internship.

### **FHC Internships Learning Outcomes for Students**

1. ***Critical Thinking*** As a critical thinker, you can analyze, evaluate, and synthesize information to form well-reasoned judgments or conclusions. You are adept at identifying problems, conceptualizing solutions, and thinking outside the box. In the workplace, critical thinking for you means being open-minded, evidence-backed, rational, and based on analytical reasoning and reflection. You evaluate information logically, independently, and thoroughly, as opposed to rashly or based solely on intuition. Employers highly value your critical thinking skills because they enable you to make good decisions and be well-informed. Critical thinking equips you to answer tough questions, back up reasoning with proof, and demonstrates your ability to view issues from all perspectives. You investigate problems, ask questions, and develop creative solutions.
2. ***Civic Awareness: Local & Global*** You can accept individual responsibility toward multiple communities and work as an engaged member of diverse communities. You need to comprehend the intricate nature of issues that transcend your local community and cultivate self-awareness. Understanding the goal of civic awareness will push you beyond your comfort zone into an innovative space where you can become an agent of change. You are given

the opportunity to embrace a perspective cultivated without bias. You can welcome the intersectionality of individuals by keeping an open mind and meeting them where they are. In our globally connected world made up of intricate, diverse communities, embracing a global citizen mindset allows you to find your place in a community, to work and live with people whose experiences and perspectives differ from your own, and to think through the ethical challenges you will face over a lifetime.

3. ***Interpersonal Communication*** Soft skills, sometimes known as interpersonal or people skills, are just as important as your technical abilities. They are essential for navigating the complex workplace, communicating effectively, and making good decisions. When you have strong communication skills, you're more likely to build solid professional relationships, express your thoughts clearly, and handle conflicts constructively. During your internship, it's crucial to articulate your ideas, ask for guidance when needed, and present your work effectively. Additionally, active listening is important for understanding instructions and feedback from your supervisors and colleagues. These skills lay the groundwork for a successful professional life. Remember, communication is not just about speaking clearly—it's about understanding your audience and tailoring your message. Internships expose you to various stakeholders, each with their own communication preferences, teaching you to adjust your tone, structure impactful emails, write effective cover letters, create different resumes, deliver compelling presentations, and interpret unspoken cues. Mastering verbal and written communication ensures that your ideas resonate, fostering collaboration and inclusive practices.
4. ***Professional Skill Building and Problem Solving*** The ability to make informed decisions, even when faced with uncertainty, sets you apart from your peers. You should gather relevant information, analyze options, and consider possible consequences when making decisions. Internships are fluid environments that teem with real-world challenges requiring creative solutions. You must be flexible and open to engaging in new opportunities. This is

where your problem-solving skills can be utilized effectively. You will learn how to analyze situations objectively, identify root causes, brainstorm innovative solutions, and implement them with confidence. This process of Human-Centered Design Thinking makes you a productive member of the organization while adding value to your FHC experience. Your ability to think critically and navigate ambiguity makes you a valuable team player, capable of tackling any hurdle thrown your way and provides you with tools to navigate future obstacles.

5. ***Career Readiness*** Career readiness is a pragmatic approach to a process that aims to cultivate essential competencies for your professional success and facilitate your transition from student to employee. It involves learning new skills, setting goals, and preparing for a career. The process of career readiness can assist you in achieving success in your workplace, instruct you on career management, and equip you to apply the acquired skills. You acquire the ability to meet deadlines with grace, manage sensitive situations with diplomacy, and project an image that inspires trust and respect. This professionalism becomes your foundation, paving the way for successful interactions and career advancement. By recognizing the significance of these abilities and actively striving to enhance them, interns can effectively position themselves for a successful and fulfilling professional journey. Internships have the potential to provide a platform for your future career prospects and establish lasting relationships with organizations. You, as a student fully immersed in professionalism and scholarship, can jumpstart your career during your studies.

### **Employer Expectations for FHC Intern**

- Must be responsive to any form of correspondence within a timely manner.
- Self-motivated and engaged in the organization's vision.
- Able to receive feedback and make the necessary adjustments.

- Excellent time management skills.
- Willingness to learn and take on diverse assignments.
- Can work independently and as part of a team.
- Able to prioritize key projects while also taking on unexpected tasks when needed.
- Must provide reliable and accurate communication skills.
- Pays close attention to detail.
- Able to build relationships with staff members and community partners.
- Not afraid to ask questions or seek further clarification.
- Willingness to say an extension is needed on assignments in advance, especially if it is time sensitive.

### **Internships Coordinator Contact**

Blair-Alexandria Cobb | bfc21@pitt.edu | David C. Frederick Honors College | University of Pittsburgh

### **IDEA Statement**

The David C. Frederick Honors College (FHC) is dedicated to creating an inclusive and equitable environment that enables individuals to reach their full potential. With a foundation in justice, equity, diversity, and inclusion, students at FHC explore the unique stories that shape our diverse community and learn how we prioritize equity and accessibility in all aspects of academic life. We expect internships to align with the university's standards of fairness, diversity, accessibility, and inclusivity. We strongly believe in providing our students with opportunities to excel at the highest level in a secure environment, and we kindly request that your organization uphold these principles.