



**next generation**  
**IT internship program**

**Developing the Future  
IT Workforce**



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## About IT-oLog<sup>y</sup>



IT-oLog<sup>y</sup> is a collaboration of companies, colleges and universities, and community groups that share a mission: Increase the number of people in the IT talent pipeline. IT-oLog<sup>y</sup> works from the classroom to the boardroom to increase the talent in the IT pipeline by teaching students about opportunities available in the field of information technology and providing IT professionals with opportunities to develop their skills.

Why? Demand of IT professionals is projected to increase by 30 percent from 2008 to 2018, faster than the average of all other occupations, according to the U.S. Bureau of Labor and Statistics. At the same time, many IT workers are beginning to retire, yet fewer high school and college students are preparing to pursue careers in information technology.

Strengthening the IT talent pipeline will foster economic development by attracting more IT companies and creating new opportunities in South Carolina and across the Southeast. Founding partners in IT-oLog<sup>y</sup> are BlueCross BlueShield of South Carolina, the University of South Carolina and IBM. There are several other corporate and academic partners throughout South Carolina, North Carolina and Georgia.

## What is an internship?

An internship is any carefully monitored work or service experience in which a student has intentional learning goals and reflects actively on what he/she is learning throughout the experience. Internship circumstances vary widely.

Common characteristics include:

- Typical durations of three to nine months
  - Part-time or full-time commitments
  - Paid or unpaid opportunities
- Connection to an educational program with academic credit, or not connected to earning credit



## Benefits for employers from an internship program

1. **Recruitment and Training Cost Savings** — An internship is an inexpensive recruiting tool and an opportunity to train future employees. The opportunity to evaluate prospective employees while they are working for the organization can also reduce significant costs in finding new talent. Internship programs supply an easily accessible source of highly motivated pre-professionals.
2. **Fresh Ideas**— Interns bring current technology, trends and ideas from the classroom to the workplace, therefore increasing an organization's intellectual capital.
3. **Diversity**— Interns can be another source for the recruitment of diverse employees into your workforce.
4. **Added Experience for Mid-Level Staff**— Interns provide an opportunity for mid-level staff to manage.
5. **Added Value to Your Company**— Paid internships add value and benefit to your company because the intern feels a greater sense of responsibility to learn and excel at certain goals. You will also attract a higher caliber of applicants for a paid internship.

*Successful interns make successful employees!*

## **Examples of the type of IT internship your company may need:**

### **Implementation Intern**

An intern to assist with the implementation of a project or business plan

### **Application Development Analyst Intern**

Work collaboratively with the team through the full software lifecycle - from detailed specifications to design and code to unit testing.

### **Database Analyst Intern**

Design, implement and maintain all functions of database systems, including access, methods and time, device allocations, validation checks, organization, security, documentation, and statistical methodology

### **Application Support Analyst Intern**

Work with the teams to provide second line support of all applications. This may include data entry into applications, testing to resolve any application related issues and conducting user training as well as documenting training materials.

### **Application/ Business Systems Analyst Intern**

Work collaboratively with the team to develop business requirements, process flows, technical specifications and business proposals. This may include data entry into applications, testing to resolve any application related issues and conducting user training as well as maintaining end user documentation.

### **Service Desk Intern**

Respond to telephone calls and e-mail requests for technical support, document, assign, track and monitor tickets to ensure a timely resolution, identify, research and resolve basic technical problems by guiding customers through applications, troubleshooting issues and performing testing as necessary to replicate issues proactively manage multiple trouble tickets and following through to resolution, assist with data center administrator duties including monitoring data center backup processes

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# What type of position is best for your company?

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## **Internship**

An internship is a one-time, curriculum-related work assignment, which may be paid or unpaid depending on the employer and what is required of the student for the position. Most internships offer a stipend and/or academic credit.

## **Cooperative Education (Co-Op)**

A co-op is a program involving experience-based learning through paid employment in practical, curriculum related work assignments that can be tailored to a student schedule. Students may attend classes and work. Students may attend school full-time one semester, then work full-time the next semester, alternating periods of work and school until their college program is complete.

## **Part-time Employment**

Part-time employment is paid work experience. However, this type of position may or may not be directly related to the student's curriculum and may or may not be integrated into the academic program.



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We want to create stronger relationships between colleges and universities and companies involved in information technology by connecting internship opportunities at companies with available students.

**We need your help to make this happen!**

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# Know the Law

## Do you have to pay interns?

The U.S. Fair Labor Standards Act (FLSA), which applies to all companies that have at least two employees directly engaged in interstate commerce and annual sales of at least \$500,000.00, severely restricts an employer's ability to use unpaid interns or trainees. It does not limit an employer's ability to hire paid interns. You do not have to pay interns who qualify as learners or trainees. The U.S. Department of Labor has outlined six criteria for determining trainee status:

1. Interns cannot displace regular employees.
2. Interns are not guaranteed a job at the end of the internship (though you may decide to hire them at the conclusion of the experience).
3. Interns are not entitled to wages during the internship.
4. Interns must receive training from your organization, even if it somewhat impedes the work.
5. Interns must get hands-on experience with equipment and processes used in your industry.
6. Interns' training must primarily benefit them, not the organization.

## Worker's Compensation and Unemployment Compensation

Workers' compensation boards have found that interns contribute enough to a company to make them employees. It is wise to cover interns under your workers' compensation policy even though you are not required to do so. Student interns are not generally eligible for unemployment compensation at the end of the internship.

*Keep in Mind* - Even if a student is working through a school program for which he or she is being "paid" in college credits, the student still has the right, under the FLSA, to be paid unless the employer is not deriving any immediate advantage by using him/her.

The employer should identify the specific terms and condition of employment (e.g., dates of employment as an intern, including the date the internship will end; compensation; organizational and/or reporting relationships; principal duties; tasks or responsibilities; working conditions; confidentiality; any other expectations of the employer), and should discuss these with the prospective intern, so that there is no misunderstanding regarding the relationship. Also, it may make sense to document such a discussion with a written agreement. This should be made in consultation with the educational institution.

If an intern is harassed at your organization and you do not do anything about it, your organization opens itself to the risk of lawsuits. Take time to advise your interns of appropriate workplace behavior, the organization's harassment policy and the complaint procedure.

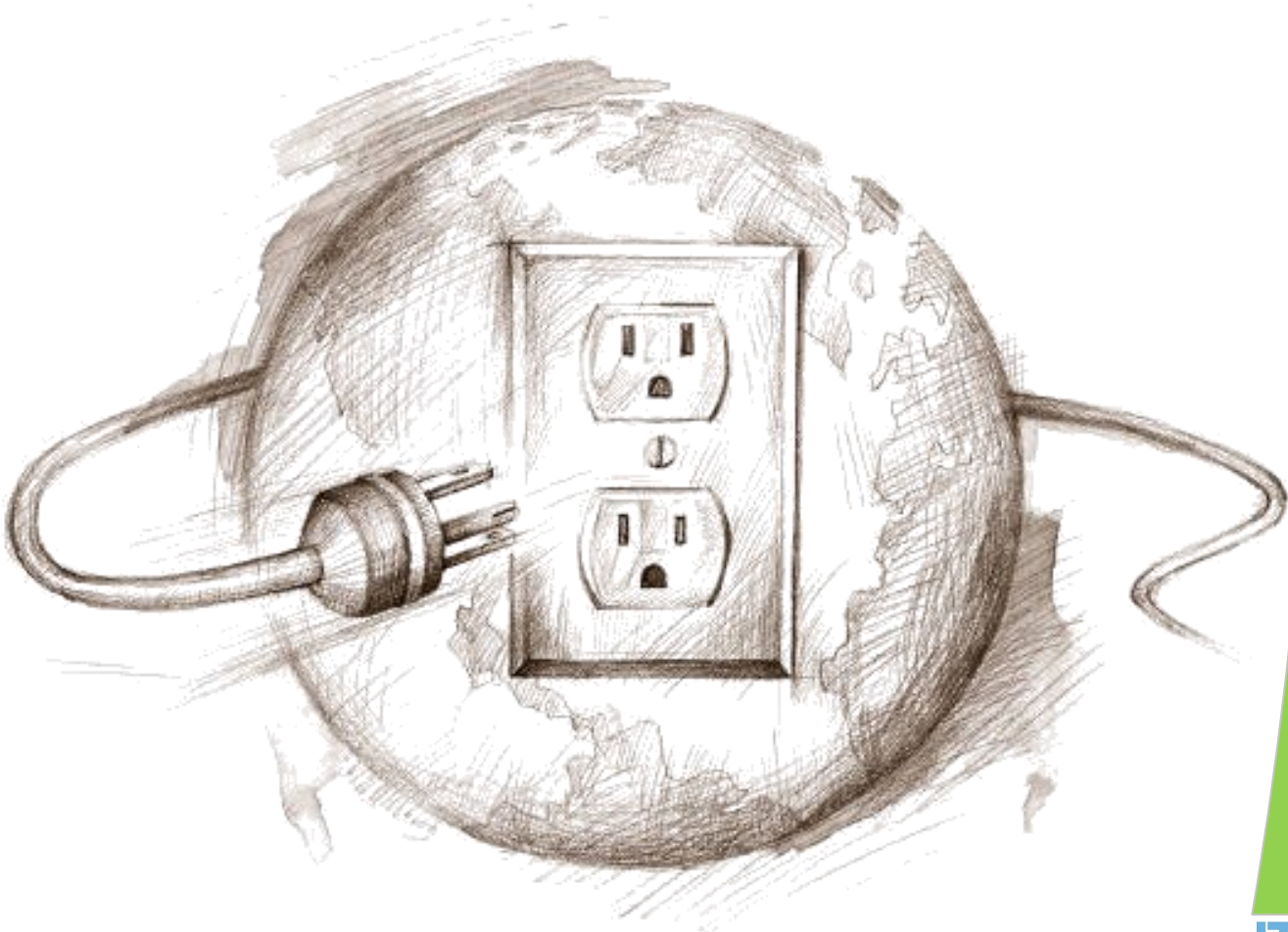
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## Recruiting International Students

The most common visa types employers see on college campuses when recruiting international undergraduate or graduate students for either full-time or internship positions are the F-1 and J-1 visas. An F-1 visa is granted to a person coming to the United States to attend a college, university, seminary, conservatory, academic high school, elementary school or other academic institution or language training program approved by the U.S. Attorney General for study by foreign students. The visa holder plans to return home after completing studies. This is the most common nonimmigrant visa for an international student attending undergraduate and graduate school. Students are granted F-1 status until the completion of the academic program and 12 months of post-program practical training. The purpose of the F-1 visa is to provide an opportunity for study in the United States. Anything outside of study, including employment, is an exception to the visa.

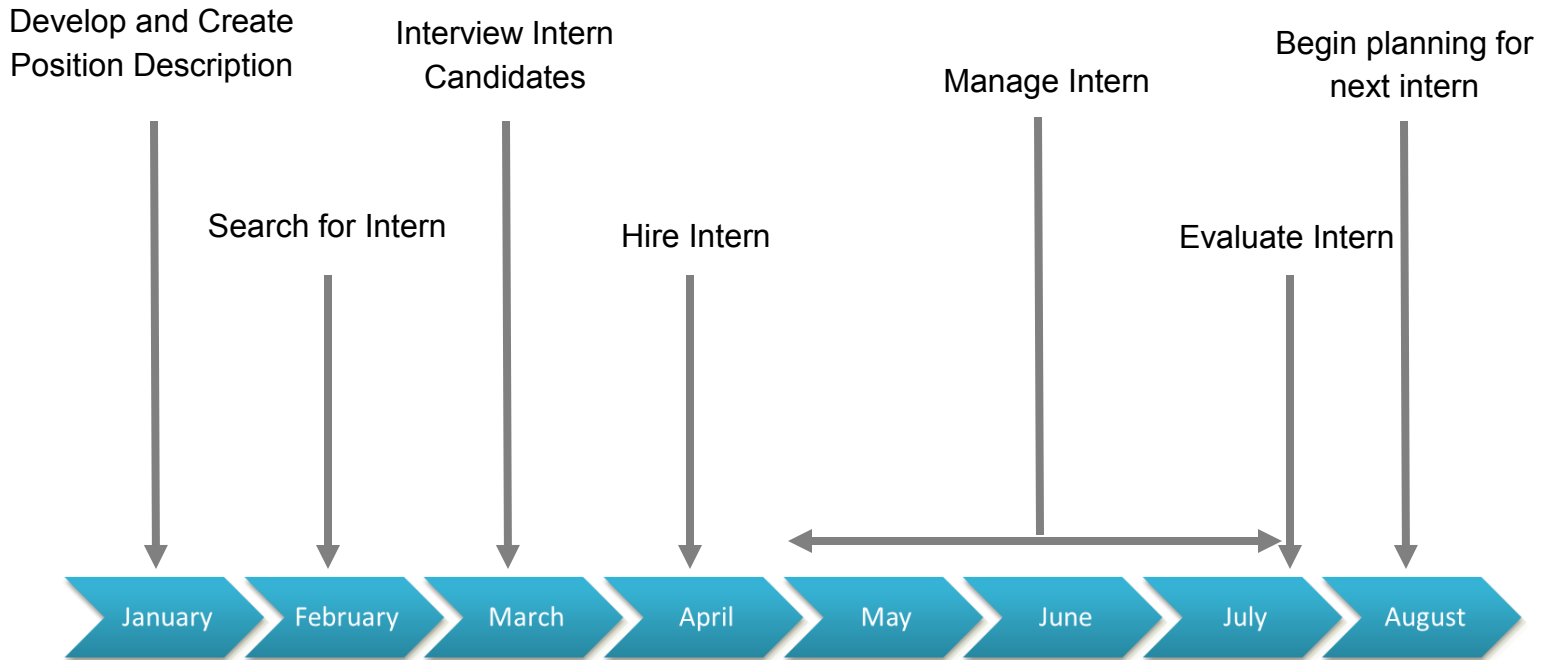
Authorization for employment is strictly limited to certain situations. The student holding F-1 status for a full academic year and in good academic standing may work off campus. Such work authorization is granted when the student has sustained unforeseen economic hardship. Also, the student may not work for more than 20 hours per week when school is in session, but may work full-time during holidays and vacations, including breaks between terms, provided the student intends to register for the next school term.

For more information on these  
and other legal issues related to hiring, see NACEWeb at [www.nacweb.org](http://www.nacweb.org).  
Also see the website of the U.S. Citizenship and Immigration Services:  
<http://uscis.gov/graphics/lawsregs/index.htm>  
Title 8 of the Code of Federal Regulations, Section 214.2 (f)



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# Recruiting and Hiring Timeline for a Summer Intern



## What others are saying about the

### Next Generation IT Internship Program...

*“VC3 began using interns in 2006. We find that the interns are a valuable resource to VC3 because we put them to work! They gain first-hand experience and knowledge by actually being a contributing member of the team. Our interns hold positions in the areas of software support, service desk and project management. Internships are also a great recruiting tool for us. The majority of our interns are offered full-time positions upon graduation.”*

*Jill Menhart, Human Resource Director, VC3*

*“We had a very positive experience with the summer intern program last summer. The summer interns readily accepted the experience of a ‘real world’ information systems work environment. The respective managers and team leads of each area created meaningful assignments to ensure both the intern and the department gained from the internship program. Looking forward to having a new group of interns.”*

*Steve Cobb, VP—ICT, BlueCross BlueShield of South Carolina*

# Seven Easy Steps to Develop an Internship Program

## 1. Develop the job description.

Make sure everyone has a clear understanding of what the intern will accomplish during the time period. There should be clear goals and expectations. Make an outline of everything you want to accomplish.

{Job Description: Reference Document 1}

## 2. Create a profile of your “perfect” candidate.

Research which degree(s), major(s) and experience level(s) will be best for this position. Add this to your job summary as a qualification section.

## 3. Execute your search.

You can do this with just one connection. IT-oLogY connects with colleges and universities to find your candidates so you don't have to.

### How do we do this?

#### Resume Database

IT-oLogY has access to hundreds of IT students' resumes from the Southeast. Once your opportunity is posted on the IT-oLogY website, we will review all resumes and send you only those candidates that meet your criteria. This will save you time and recruiting dollars.

#### Career Fairs

IT-oLogY goes to career fairs at colleges and universities across the Southeast and promotes your company and any openings you may have.

#### Networking

IT-oLogY attends various networking events throughout the Southeast to promote your company and grow your IT talent pipeline. Some of these events include POSSCON, InnoVenture and Extreme IT Day.

#### Social Media

IT-oLogY is connected with all the latest social media to make sure students are aware of relevant IT news and job opportunities.

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#### 4. Interview candidates.

The same laws apply for interviewing interns as for interviewing full-time employees. Most colleges and universities will allow you to come on campus for the interview, but we recommend students come to your office. This gives students the opportunity to get a feel for where they may be working and the overall office environment.



### **TOP 10 Interview questions:**

- 1) Why do you want this internship?
- 2) What skills/experience do you have that make you the best fit?
- 3) Where do you see yourself five years after graduation?
- 4) What do you like/dislike about your major?
- 5) How do you think this internship will help you prepare for your career?
- 6) Are you involved in any campus organizations?
- 7) Why did you choose your major?
- 8) Why do you think you will be successful in your chosen field?
- 9) What have you learned from part-time or student jobs?
- 10) What do you hope to learn in this internship?

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## 5. Hire your intern.

Create an offer letter with the following information:

- Position title
- Start/end date
- Work schedule
- Compensation
- Address of place of employment
- Supervisor's name
- Any other specifications your company requires, such as the offer being contingent upon a negative drug screen result

It is important to create an offer letter so that everyone understands what is expected of the intern. This will allow you an opportunity to create and follow goals. **Make sure everyone is aware of what the intern will be responsible for and the goals your company wants to meet.**

{Offer Letter: Reference Document 2}

## 6. Manage your intern.

How do you know if the intern is meeting your goals?

Provide the intern with a weekly time sheet to complete. Whether or not the intern is paid, it is a good idea to track the time s/he spends on your project(s). Also, make sure the supervisor signs in approval of time. Keep these forms in a binder for future use. Many colleges and universities require the intern to fill out a time sheet for classroom approval.

For most interns, this is their first working experience. Make sure to set time aside to go over exactly what is expected of them for each task and help develop goals.

{Time Sheet: Reference Document 3}

## 7. Evaluate your intern.

Evaluate the intern's performance. Make sure the direct supervisor has an evaluation procedure in place. This could be a simple lunch once a week to determine whether the intern is achieving goals. This could also be a formal procedure with written materials the supervisor and the intern both complete. Also, keep in mind that many colleges and universities have their own evaluation process that will need to be followed.

**End of Term Evaluation:** This is an evaluation for both your intern and your company. Allow your intern to rate certain aspects of the job and what and how s/he has learned from this experience. Also, if formal evaluation has not been completed yet, now would be the time to do so.

{Employee Evaluation: Reference Document 4}

# Job Description

**[Company Name]**

**[Job Name]**

**Title**

**Department(s)**

**Reports to**

**Job summary**

**[Describe primary functions of the job.]**

**Summary of essential job functions**

**[List key responsibilities of the job.]**

**Minimum requirements**

**[State educational and job experience requirements.]**

**Abilities required**

**[List any specific physical requirements.]**

**Length of assignment/project**

**[Specific dates of internship.]**

**Additional information**

HR use only	
Job code	
Generic title	
Pay grade	
Management? (Yes/No)	
E/NE status	
Last revised	

May 14, 2010

# Offer Letter

Dear Jane:

We are pleased to confirm the verbal offer extended to you to join **[Company Name]** in the position of **[Position Title]**.

**Reporting Relationship:**

In this position you will report to **[Supervisor's Name]- [Supervisor's Title]**.

**Pay structure:**

You will receive a pay rate of \$\_\_\_per hour and will receive a pay check **[pay schedule]**.

**Principle Place of Business:**

Your principle place of business will be the **[Company Name]** Offices located in **[City of Employment]**.

As you might expect, this offer of employment is contingent upon your successful completion of background verification and drug screening. Also, on your hire date you will need to supply your social security number and other documentation as required by the U.S. Government.

**Jane**, we are very excited about having you join the **[Company Name]** team. I look forward to your official acceptance of this offer.

Please indicate your acceptance of this offer by signing below, and indicate your start date. The original, signed offer letter should be returned to as soon as possible to the below contact.

**Human Resources Representative**

**123 Best Intern Road**

**Greenville, SC 29607**

.

Best regards,

**[Signature]**

**[Human Resource Representative's Name]**

**[Job Title]**

**[Company Name]**

Signature

Start Date

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NOTE: Nothing in this offer of employment shall be construed, understood or interpreted to mean, promise, guarantee or imply employment of the employee by the employer for any definite or specific length of time. Employment is strictly at will.

# Time Sheet

Employee Name:

Title:

Employee Number:

Status:

Department:

Supervisor:

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Date	Start Time	End Time	Regular Hrs.	Overtime Hrs.	Total Hrs.
		<b>Weekly Totals:</b>			

Employee Signature:

Date:

---

Supervisor Signature:

Date:

---

# Employee Evaluation

Employee Name: Title:	Evaluation for the period:
Supervisor: Title:	Department:

GOALS AND OBJECTIVES DURING THIS EVALUATION PERIOD

ACHIEVEMENTS, ACCOMPLISHMENTS, AND RESPONSIBILITIES *(completed by employee)*

EVALUATION *(completed by supervisor)*

STRENGTHS AND AREAS FOR DEVELOPMENT

CAREER DEVELOPMENT PLAN

GOALS AND OBJECTIVES FOR NEXT EVALUATION PERIOD

EMPLOYEE SIGNATURE	SUPERVISOR SIGNATURE
Name:	Name:
Date:	Date:

## Reference Letter Template

### Salutation

If you are writing a personal letter of reference, include a salutation (Dear Mr. Marina, Dear Ms. Templeton, etc.). If you are writing a general letter, say "To Whom it May Concern" or simply don't include a salutation.

### Paragraph 1

The first paragraph of the reference letter template explains your connection to the person you are recommending, including how you know them, and why you are qualified to write a reference letter to recommend employment or graduate school.

### Paragraph 2

The second paragraph of the reference letter template contains specific information on the person you are writing about, including why they are qualified, what they can contribute, and why you are providing a reference letter. If necessary, use more than one paragraph to provide details.

### Paragraph 3

When writing a specific letter referring a candidate for a particular job opening, the reference letter template will include information on how the person's skills match the position they are applying for. Ask for a copy of the job posting and a copy of the person's resume so you can target your reference letter accordingly.

### Summary

This section of the reference letter template contains a brief summary of why you are recommending the person. State that you "highly recommend" the person or you "recommend without reservation" or something similar.

### Conclusion

The concluding paragraph of the reference letter template contains an offer to provide more information. Include a phone number within the paragraph, include the phone number and email address in the return address section of your letter, or in your signature.

Sincerely,

Writer Name  
Title



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**Do you have questions or  
comments?**

Contact: Lindsey Stork, Campus Relations Manager

[lindsey.stork@it-ology.org](mailto:lindsey.stork@it-ology.org)

864.910.0232

Visit [www.it-ology.org](http://www.it-ology.org)

