Tips for helping you make the most out of your internship experience.

The internship program at Indiana Tech provides students with opportunities to Learn by working in the real-world. This allows them to Acquire and refine the necessary skills for job placement and career growth after college.

www.IndianaTech.edu/CPDC
Dear Indiana Tech Student,

Congratulations on your internship! You are now on your way to putting your academic studies to work in a field related to your major. Work hard and we know you’ll acquire the practical skills that only come from experience in the real world.

Why are we so convinced that working hard at your internship will pay off? Because we’ve seen the good that comes from a successful internship. Here are just a few ways that an internship pays off.

An internship...
► assists with career decision-making through on-the-job experience in a targeted field;
► applies theories, procedures, and knowledge learned in the classroom;
► develops professional and personal skills and improves self-organization, management, communication, and interpersonal skills;
► improves after-graduation job prospects by providing valuable work experience, confidence in the interview process, and professional contacts for future employment;
► provides a competitive edge in today’s job market and aids in the transition from student to professional employee.

Your employer benefits from your internship, too. Hiring interns makes good business sense because...
► interns provide a well-trained pool of potential employees;
► the costs of recruiting and training professional staff are reduced;
► they can observe potential employees before committing to full-time employment.

This Internship Guidebook has been created by the staff at Indiana Tech’s CPDC to assist you in gaining the most from internship experience and is filled with practical and helpful advice and suggestions. If at any time, you have any questions, concerns or accomplishments to celebrate, please do not hesitate to contact me.

Good luck in your new endeavor!

Cindy Price Verduce
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So Now You Have An Internship!

You’ll soon be rubbing shoulders with working professionals. So now is a good time to learn the core rules of the workplace. Some of these may seem like no-brainers, but they are all important.

**Basic Workplace Rules**

1. Be there and be on time
2. Learn and adhere to all safety rules
3. Turn off your cell phone
4. Respect all employees
5. Do not discuss your salary
6. Avoid gossip and politics
7. Be neat and clean in appearance
8. Dress appropriately per the company’s dress code
9. Do not wear face jewelry or piercings
10. Use “please” and “thank you” often and sincerely
11. Use appropriate English. (Leave ain’t at the door)

**Workplace Performance**

1. Do the job thoroughly and of the BEST quality possible
2. Follow instructions—take your duties seriously
3. Meet all deadlines
4. If you don’t know, ask questions; take notes
5. Observe and learn as much as you can every day
6. Be a good team player; be flexible
7. Ask to attend meetings and events that seem appropriate
8. Expect to do some menial work (running errands, making copies)
9. Ask for things to do (if assigned duties are completed)
10. Exhibit a can-do attitude
11. Communicate respectfully and tactfully your ideas and suggestions
12. Set realistic goals and expectations

**Workplace Ethics**

1. If you make a commitment, KEEP IT!
2. Be honest
3. Do not make personal phone calls
4. Do not take office supplies...none of these excuses are acceptable:
   - “It’s only a pen” (yep, and you didn’t pay for it)
   - “Nobody will care” (don’t assume)
   - “Everybody does it” (still doesn’t make it right)
   - “Nobody will find out” (there you go assuming again)
   - “I’ve earned it” (I’m sure the boss sees is that way, too)
5. Keep breaks within the allotted time
6. Do not abuse sick time
7. Use computer equipment, copiers, and fax machines for work purposes only
8. Be honest about your time sheet
9. Maintain and submit accurate expense/travel expenditures
10. Keep confidential information to yourself
11. Ask for written permission to use company information or forms for classroom projects
12. Learn and practice appropriate gender etiquette
There are five basic stages interns go through. Authors H. Frederick Sweitzer and Mary A. King describe them in their book *The Successful Internship: Transformation and Empowerment in Experiential Learning.* This is a great book to read as you begin your internship; it will prepare you for the challenges you’re likely to face. Here’s an excerpt where the authors explain the 5 stages.

**Stage 1: Anticipation**
“As you look forward to and begin your internship, there is usually a lot to be excited about. Students often eagerly wait for an internship for several semesters; it is your best chance to actually get out there, do what you have wanted to do, and make a contribution to others. For most interns, however, along with the eagerness and hope, there is inevitably some anxiety. It may not be very visible, even to you, but there are enough unknowns in the experience to cause some concern and anxiety in anyone.”

**Stage 2: Disillusionment**
“Sooner or later, you will probably reach a time when you are not as certain or as positive about your internship as you would like to be. You may find that you are having trouble getting up and going to the internship or that you are mumbling under your breath or complaining to friends. It is an unusual but not unheard of intern who does not experience some kind of disappointment at some point.”

**Stage 3: Confrontation**
“As the saying goes, “The only way around is through.” The way to get past the Disillusionment stage is to face and study what is happening to you. Some interns resist acknowledging any problems, even when their level of task accomplishment is dropping for them. You may think that “really good” interns would never have these problems. Paradoxically, though, it is the failure to acknowledge and discuss problems that can diminish your learning experience, your performance, and your evaluation by supervisors on-site and on campus (Blake & Peterman, 1985).”

**Stage 4: Competence**
“As your confidence grows, you will forge ahead into a period of excitement and accomplishment. This is the stage that every intern looks forward to—the reason for the internship. Morale is usually high, as is your sense of investment in your work. Your trust in yourself, your site supervisor, and your coworkers often increase as well. You may find yourself thinking of yourself less as an apprentice and more as a professional. You may even wonder why you are not being paid.”

**Stage 5: Culmination**
“This stage occurs as your internship approaches its ending date. The end of the internship, coupled with the end of the semester and in some cases with the end of the college experience, can raise some big issues for you. You may experience a variety of feelings as this time approaches. Typically, there is both pride in your achievements and some sadness over the ending of the experience. You may also feel guilty about not having done enough for clients or concern that no one will be as effective with certain clients as you have been (and you may be right about that).”
The Top 10 Attributes of a Successful Intern

For many interns, the internship experience is their first encounter in the real world work environment. Below are traits that employers have identified as successful attributes of student interns.

1. **Positive & enthusiastic.**
   Have a positive attitude and be enthusiastic about accomplishing even small tasks of low importance. An internship isn’t a part time job at the mall, this is a launchpad for your career, so get excited about it.

2. **Outgoing.**
   Internship learning is a complex process which requires interactions with the environment. Make sure you’re outgoing, talk to colleagues, and active in asking questions.

3. **Team player.**
   The success of a project depends not only on its leader, but also on contributions from other team members. If the members of a team work well together, their work continually improves. So work on your social skills and learn to collaborate with others and your value as an employee will skyrocket.

4. **Independent.**
   How can you be independent and a team player at the same time? Well, independent doesn’t mean do your own thing and refuse to follow orders. Instead, being independent involves thinking and learning to integrate your own knowledge and skills to seek plausible solutions.

5. **Creative and open-minded.**
   Go beyond the standard way of thinking about problems. Draw on your knowledge from different fields of studies for solutions to problems—even if it’s completely unrelated to the topic. For example, look for inspiration and solutions from books, magazines, newspapers, TV, radio, movies, internet. Interns may also seek advice from their family, colleagues and friends.

6. **Be analytical and adopt complex approaches to problems.**
   Avoid analyzing problems from a single perspective. Rather, examine problems from global, regional, local, community, agency, competitor, manager, customer, and individual points of view. The application of knowledge from a variety of areas or perspectives will facilitate a better understanding of the multi-faceted context of assignments.

7. **Pro-active.**
   Don’t wait to be asked, take the initiative to get involved when opportunities get involved. Identify the needs of the agency and find ways to contribute to activities.

8. **Flexible.**
   The agency you work for may not be able to plan all activities/assignments in advance. Therefore, be ready for ad hoc assignments and be able to meet tight deadlines, even if it’s not exactly the type of assignment you prefer.

9. **Motivated and committed.**
   Strive for excellence in accomplishing all of your assignments. Be prepared to go the extra mile, even if that means skipping an occasional lunch or staying late.

10. **Well Mannered.**
    Saying “please” and “thank you” are the magic words, and treating others the way you want to be treated are important whether you’re talking to the CEO or a fellow intern. Treating other members of the organization with respect can go a long way in helping you settle into the internship and gain the respect of your fellow workers. It may not seem that important, but good manners get noticed.
Set Personal Goals
While some internships are very structured, others are not, so you need to spend some time before you start the internship setting goals that you want to accomplish. Maybe it’s deciding on what area within marketing that you want to specialize, or learning new skills, or building your network. Whatever your goals, you will feel a greater sense of accomplishment once you achieve them. Hint: Setting unrealistic goals could make even a good internship seem bad, so make sure your goals are realistic and attainable in your internship.

Have Regular Meetings with your Supervisor
Sound obvious? Well, maybe, but you may get a supervisor who never schedules meetings with you or travels quite a bit, so you have to make sure to have regular meetings where you can share experiences and lessons learned -- both good and bad -- as well as give progress reports. Hint: While you want to keep your supervisor abreast of your accomplishments, remember to also be a good listener and learn as much as you can during these meetings.

Tackle all Tasks with Enthusiasm and a positive attitude
In just about every company, the new hire/intern is going to have to “pay his or her dues.” You will undoubtedly be given some grunt work to do, such as making photocopies, but the key is to complete all your work assignments with the same level of enthusiasm and professionalism. Hint: You might also consider working extra hours (beyond the required number for the internship) to show your work ethic to your supervisor(s).

Avoid Negativity.
The quickest way to kill a good internship is being negative. So, avoid complaining, being rude, disrespecting coworkers, arriving late, leaving early, being closed-minded, missing deadlines, appearing arrogant, wearing improper attire, acting unprofessionally, appearing inflexible, and taking part in office politics. Hint: A common mistake among interns and new hires is treating secretaries and clerks as being beneath them -- avoid this behavior at all costs.

Never Shun a Chance to Learn More About the Company/Industry.
Take every opportunity presented to you to attend company or industry meetings, conferences, and events; participate in training workshops; and read all company materials. Hint: Meetings may appear (and actually be) boring to you, but they can often offer a good chance to increase your knowledge, network, and build relationships.

Get as Much Exposure as Possible.
Some of the best internships rotate you among departments and supervisors, but if yours doesn’t, don’t let that stop you from tackling new tasks, meeting people outside your department, and attending company social events. The more you are exposed to new ideas and new people, the more you’ll learn. Hint: Joining the company softball team (or other informal group) is a great opportunity to meet new people in a relaxed and informal environment.

Making the Most of Your Internship(s)
by Randall S. Hansen, Ph.D.

Career counselors, employers, and others have long touted the importance for college students to work at least one internship during their college years. A recent study released by Vault.com shows that college students are listening: 86% of college graduates completed at least one internship, and more than two-thirds reported completing two or more internships.

So, knowing that you will have one or more internships during college, how can you make the most of your internship? Here are 12 keys to success. Follow these guidelines and you should be well on your way not only to a successful internship, but to a successful career.
7 | Don’t be Afraid to Ask Questions.
Always remember that an internship is a learning experience for you. While the employer expects to get a certain level of work from you, you are not expected to know everything. Seek advice and raise questions whenever you encounter something that is not familiar to you. Be open-minded about new ideas and procedures -- remember that you don’t know everything and that your professors didn’t teach you everything. Hint: Smart people know that there really is no such thing as a dumb question, so ask before doing.

8 | Take Initiative
Employers love employees who dive into tackling tough problems and who think “outside the box” in finding solutions. Just make sure you work with your supervisor(s) so you don’t overstep your authority -- and make sure you share successes with her. Hint: There is a fine line between taking initiative and being perceived as a “know-it-all,” and for interns especially, it is best to err on the side of caution.

9 | Find a Mentor.
A mentor is someone at a higher level in the organization that looks out for you and makes sure you are learning what you need to know and accomplishing what you need to do. A mentor can also shield you from office politics and be a good sounding board for you to discuss ideas, ask questions, etc. Hint: Your supervisor could be your mentor, but it could also be another person within the organization.

10 | Network, Network, Network
One of the key tools of job-hunting is utilizing your network to find your next career step, whether another internship or a job upon graduation (and beyond). Build professional relationships with your supervisor(s) and other managers in the organization. These people are also a good source for getting other job-hunting advice and tips from their years of experience. Hint: Even if you have a bad experience on an internship, never burn your bridges because you never know when it could come back and hurt you. Always leave on good terms.

11 | Leave with Tangible Accomplishments
One of your goals with any internship is leaving it with some tangible results - both for your resume and your career portfolio (if you use one). Maybe you developed a brochure, computerized an inventory system, organized a sales conference, met with clients, tracked industry trends, etc. Hint: Keeping a journal may help you remember all the things you accomplished on your internship.

12 | Enjoy Yourself
Most internships are great experiences, so make sure you have some fun while you’re working and learning. Don’t be so uptight that you are perceived as something you’re not. Hint: Just make sure you don’t overdo the fun— and avoid office romances.

Still need to find an internship? Want advice for turning your internship into a job? Check out all the tools and tips we offer in our Internship Resources for College Students.

Questions about some of the terminology used in this article? Get more information (definitions and links) on key college, career, and job-search terms by going to our Job-Seeker’s Glossary of Job-Hunting Terms.

Dr. Randall Hansen is currently Webmaster of Quintessential Careers, as well as publisher of its electronic newsletter, QuintZine. He writes a biweekly career advice column under the name, The Career Doctor. He is also a tenured, associate professor of marketing in the School of Business Administration at Stetson University in DeLand, Florida. He is a published career expert -- and has been for the last ten years. He is co-author, with Katharine Hansen, of Dynamic Cover Letters. And he has been an employer and consultant dealing with hiring and firing decisions for the past fifteen years. He can be reached at randall@quintcareers.com.
Tips for Keeping an Internship Journal

At the CPDC, we strongly recommend that you keep a journal throughout your internship experience. Keeping a journal will help you assess your experience and also make it easier when it is time to update your resume. Journal entries don’t need to be long, but they should capture what you are doing and your general thoughts and reactions to your work. Record your thoughts daily, weekly or whenever works best for you. Not sure how to get started? Below are a few tips from the Yale Undergraduate Career Center to help you.

The benefits of keeping a journal
► Your journal entries will prove quite useful when updating your resume in the fall.
► It will provide a “record” of your professional growth and development over the course of your internship.
► Writing about your internship will afford you the opportunity to regularly reflect on your experience.
► The journal will be helpful when meeting with CPDC advisors to discuss your experiences.
► It will be helpful as you take on other opportunities and are able to draw parallels between experiences.
► The exercise of journaling will be beneficial during interviews and when you are asked to articulate your experiences.

A few tips for your writing
► Be consistent with your entries. Set aside a regular time each day (or week), even if only for five minutes, to devote to journal writing.
► Find your own journal writing style. Consider keeping your journal on your personal computer or laptop, spiral notebook, traditional journal, etc.
► Keep your journal at home. We recommend you do not keep your journal at your workplace. Since you will be recording your own private thoughts and observations, you do not want co-workers accessing your material, intentionally or accidentally.
► Your journal is a great place to record the names and pertinent information of contacts you make during your internship. Note the contacts you feel may be helpful to you and how they may help in the future.
Questions To Consider In Your Journal

Before you begin your internship:

► What do you expect from this experience? What goals have you set for yourself? What obstacles exist that may prevent you from achieving your goals?

► Speak with an advisor in the CPDC to help define your skills, interests and values in order to assess whether your internship experience meets your definitions of these integral factors.

During the internship:

► What do I enjoy most about the work I am doing? What do I enjoy least? What am I best at? When I leave work feeling I had a good day, what have I accomplished? When I feel I have had a lousy day, why?

► Analyze the organizational culture. What are the formal and informal power and social structures? Look at communication and friendship patterns, politics, demographics, value systems, and unwritten codes of dress and conduct. Compare these patterns with official power structures and organizational policies and values. What do I enjoy most about this organization’s culture? Least?

► What are the intellectual, psychological, and physical requirements of this type of work? What are the costs and rewards? Does this work mesh with my interests, values and skills? How have my expectations of this work compared with my daily experience?

As your internship ends:

► How has my academic background proved helpful to my work as an intern? Specify which classes, subjects, projects, etc. (if any) have been most beneficial and why.

► How will your internship experience modify your learning process in future courses?

► How has this experience impacted my personal and professional goals?

► Would you want to do this internship again? Why or why not?

Find More Information about internship journaling here: http:/ /www.yale.edu/visvi/students/intern/success.html
# Weekly Internship Log

Briefly describe your responsibilities during week.
Return to your professor and/or Cindy Verduce in the CPDC.

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The CPDC Mission is to prepare students and alumni for professional and personal success by providing advising, programs and activities related to self-assessment, career exploration and job search preparation.

To prepare you for your internship the CPDC emphasizes developing professionalism, assisting with networking, improving overall marketability and increasing your exposure to current issues within your chosen career field.