

Internship Policies and Procedures Manual

City of Springfield



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TABLE OF CONTENTS

OVERVIEW- EMPLOYING INTERNS	3
PURPOSE.....	4
INTERNSHIP PROGRAM GOALS	4
ESTABLISHING AN INTERSHIP	5
ELIGIBILITY REQUIREMENTS	5
RESPONSIBILITIES UPON HIRE	6
REVIEW ENROLLMENT CRITERIA	6
INTERNS RESPONSIBILITIES	6
HR/OPERATING DEPARTMENT RESPONSIBILITIES	7
STUDENT INTERN POSITION MONITORING	7
TERMINATION	7
REFERENCE DOCUMENTS.....	7
STUDENT INTERNSHIP DEVELOPMENT WORKSHEET	8
EXIT SURVEY FOR STUDENT INTERNS	9

OVERVIEW- EMPLOYING INTERNS

The City of Springfield is committed to developing partnerships within our community. The Student Intern Program, which is a joint effort with local high schools, colleges and universities, is one way in which the City fulfills this role.

It is clear that students gain a great deal from working as interns. The payoff for students is invaluable: real-world experience, evidence of their future job-worthiness, and contacts in their field of interest. The result is an increased demand among students for internship positions and a pool of high-value, cost effective talent for employers to recruit.

The HR department of the City will work in conjunction with the appropriate high school and college officials and respective city department heads or designees to manage the placement of the student intern. This policy and procedure manual is a resource guide for department management and human resources. It provides guidance in hiring and monitoring interns.

STUDENT INTERNS

A. PURPOSE

The City of Springfield supports internship programs that provide growth and learning opportunities to students in high school and college.

Student interns are involved in education or training programs designed to provide students with professional experience in the furtherance of their education and training and are academically oriented for their benefit. Internships assist students in reaching their educational goals by giving them the opportunity to augment classroom instruction with exposure to a real world employment setting.

The City may employ student interns to perform work which will NOT:

1. Result in the displacement of regular employees or impair existing contracts for service;
2. Fill a vacant position;

Work performed by a student intern must bear a relationship to his or her formal academic program or career interest.

B. INTERNSHIP PROGRAM GOALS

We strive to create an internship experience that is educational in scope and directed toward providing the student with an understanding of how our organization functions by:

1. Providing information about the organization which may include municipal goals, structure of the organization, and examples of decision-making processes.
2. Developing required social skills and adeptness
3. Designing an internship plan to meet the student's academic needs
4. Communicating with the intern to review progress, share observations, answer questions, assess overall performance, suggest areas of improvement and provide general support and encouragement
5. Communicating with the appropriate academic advisor about the intern's progress and overall performance
6. Participating in an intern evaluation and assisting in assessing the program's overall effectiveness

C. ESTABLISHING AN INTERSHIP

An internship is a planned program to provide a student with a meaningful learning experience applicable to the student's field of study. This requires structured assignments coupled with appropriate supervision, evaluation, and feedback. Learning objectives will be developed when considering a student internship opportunity. It is beneficial to have clear job duties that identify the learning objectives or a defined project scope that demonstrates how the learning objectives for each individual will be met.

The procedure for establishing a student internship is as follows:

- 1. Define the Work Program.** Prior to requesting a position for the intern, the hiring department should define a work program for the intern designed to provide meaningful experience applicable to the student's field of study. Departments will need to develop a job description tailored to the internship position. Departments should contact the Assistant HR Director to develop/update their internship job description.
- 2. Determine if Internship is Paid or Unpaid.** Once a job description is completed, Departments will work with Human Resources to determine whether an internship should be paid or unpaid according to the Department of Labor Standards.
- 3. Enter the Position Request into Neogov.** The hiring authority enters the appropriate information into Neogov to initiate the position request, including whether or not the internship is going to be paid
- 4. Approval of Request.** After entry of the position request, Human Resources and the PRC will review the position request.
- 5. Notification of Approval/Denial.** The individual who initiated the request is notified of the intern approval/denial via email. Upon receipt of approval notification, Human Resources and the Department may initiate the onboarding process.

D. ELIGIBILITY REQUIREMENTS

Participation in the Student Internship Program is at the discretion of the HR Department in conjunction with the high school/college and host department and shall be available to:

- Students currently enrolled in high school within their junior or senior year.
- Students currently enrolled in an associates or bachelor degree program.
- Students currently enrolled in a post-graduate program.
- Students who have a cumulative grade point average of 2.5 or higher on a 4.0 scale prior to beginning their internship.

The City's HR Department reserves the right to reject any student with or without cause when, in the opinion of the HR department, the student represents an unreasonable risk to the safety, security, function, stability or reputation of the City and/or the Student Intern Program.

E. RESPONSIBILITIES UPON HIRE

1. Review Enrollment Criteria. To qualify as a student intern, students must meet one of the two following enrollment criteria:

- a. The student is currently enrolled as a full-time student as defined by the school, organization, or institution.
 - i. The student must provide proof of enrollment upon onboarding.
 - ii. Proof of continued enrollment must be provided each quarter or semester during the regular school year.
- b. The student is not currently enrolled but is qualified to work during the summer break. The student must provide proof of continued future enrollment (e.g. full-time enrollment in the fall will qualify).

2. Intern's Responsibilities:

- a. Complete an online application for the internship of interest
- b. Submit to a formal interview by the respective City department
- c. Meet with Human Resources to fill out needed paperwork
- d. Sign a written acknowledgement that outlines the City department's expectations, learning objectives, and goals
- e. Attend Intern Orientation
- f. Follow the policies and procedures of the City's HR Department, their educational institution, the department they are working in, and the Student Intern Program
- g. Conduct themselves in a manner which will not jeopardize public opinion of the Internship Program or embarrass the City
- h. Turn in all issued credentials and materials at the conclusion of their intern period
- i. Complete an Intern Program Exit Survey

3. Human Resources and/or the operating department Responsibilities:

- a. Provide a valuable learning experience, including job tasks with educational value
- b. Complete all documentation required by the high school or college/university
- c. Conduct New Hire Intern Orientation
 - i. Tour of the City department and introduction to staff the intern will be working with
 - ii. Information on history, vision, and services of the department
 - iii. Clear list of expectations, project duties, and goals
 - iv. List of resources available to the intern

4. STUDENT INTERN POSITION MONITORING

The department must regularly review the duties performed by student interns to ensure that they are engaged in meeting their learning objectives. It is recommended that the student intern provide a presentation at the end of the internship or at appropriate intervals to demonstrate how the learning objectives were met.

5. TERMINATION

Student interns are not employees and the internship relationship may be terminated by either party at any time without cause or prior notice. Upon termination of the internship, the department is encouraged to work with the student intern to determine whether the objectives of the internship program are being met. To facilitate that determination, a sample exit interview form for student interns follows in the Reference Documents section below.

6. REFERENCE DOCUMENTS

1. Student Internship Development Worksheet
2. Exit Survey for Student Intern – Sample



**STUDENT
INTERNSHIP DEVELOPMENT
WORKSHEET**

Name: _____

School: _____

Education Track or Program of Study: _____

Interns goals and learning objectives:

1. _____

2. _____

3. _____

Department's goals and objectives for the intern:

1. _____

2. _____

3. _____

Intern Signature Date

Department Signature Date



Exit Survey for Student Interns

We hope you enjoyed your learning experience with the City of Springfield. So that we may learn from your experiences with us, we would appreciate your completing this exit survey. Survey responses provide valuable information the City can use for improving the learning experience of student interns.

Name: _____ **Supervisor/Mentor:** _____

Department/Division: _____ **Employee ID Number** (if applicable): _____

Area of Study/Major: _____ **Dates of Internship:** _____

School Level (circle one): High School, Undergraduate, Graduate

Were the following reasons important in your decision to intern with The City of Springfield	Yes	Somewhat	No
Desire to work in the public/government sector after graduation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The City's reputation as a good learning environment for interns	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
School credit or meeting an educational requirement from your internship	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please describe your internship experience at The City of Springfield including projects on which you participated and a description of typical daily activities performed

Please tell us about your experience	Strongly agree	Agree	Disagree	Strongly disagree
I was able to develop skills related to my area of educational study	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I understood the learning objectives of my internship	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I received feedback on progress toward meeting my learning objectives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please describe how this internship complimented your educational learning objectives

Please tell us about your experiences with your supervisor/mentor	Strongly agree	Agree	Disagree	Strongly disagree
My supervisor/mentor was accessible and approachable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My supervisor/mentor exhibited genuine interest in my development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My supervisor/mentor provided learning opportunities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Thank you for completing the survey. Your responses are valued and appreciated.