

Pittsburgh Summer Internship Program

Host Site

Resource Guide



**Carnegie
Mellon
University**

Dietrich College
of Humanities
and Social Sciences

OVERVIEW & EXPECTATIONS

02

The Pittsburgh Summer Internship Program (PSIP) is designed to facilitate meaningful internships that ensure benefit to both our student interns and partner organizations, referred to as host sites. This packet will provide host sites with resources to help you facilitate a successful summer internship by focusing on strategies in the following key areas:

- **Onboarding**
- **Supervision & Assignments**
- **Goal Setting**
- **Professional Development Opportunities**
- **Communication**
- **Evaluation & Reflection**

In addition to regular weekly intern supervision, host sites are expected to:

- Discuss goal setting students by the end of week 1.
- Complete a post-onboarding, 'midterm' evaluation form by week 4.
- Complete a final evaluation of the intern and the program

Both evaluations will be sent to supervisors directly and are hosted in our Dietrich College Connect platform.



"I had a very enjoyable summer experience because of the different projects I was able to work on. Every day I was collaborating with my supervisors and getting to know the business better. My supervisors were fantastic because they made my experience so enjoyable."

Eric Molto
Module Intern

Dietrich College of Humanities
and Social Sciences
Pittsburgh Summer Internship Program

TIMELINE

Students begin internships between mid-May and the first week of June.

During Week 1, interns meet with supervisors to set goals. Students complete an Experiential Learning Placement Form and submit their goals.

First student stipends are paid by CMU at start of June with successful completion of their placement form & goal setting.

By end of Week 4, interns & supervisors will have completed their respective 'midterm' evaluations in Dietrich College Connect. Completion of these forms is required for second stipends to be paid.

Final Evaluations are sent to students and supervisors via Dietrich College Connect. Feedback should be discussed with interns in a 1:1 meeting before or on their last day. Evaluations are required to be completed before final stipends are paid.

OUR VISION

Every Dietrich College undergraduate student will have the opportunity to experience a meaningful internship in the city of Pittsburgh during their time at Carnegie Mellon University.

MISSION

To equip Dietrich College undergraduate students with the knowledge, skills and experiences needed to connect academic learning to professional goals by providing access to meaningful internship experiences with nonprofit, community or government organizations, small businesses or startups that engage and strengthen the Pittsburgh community.

GUIDING PRINCIPLES

We believe that...

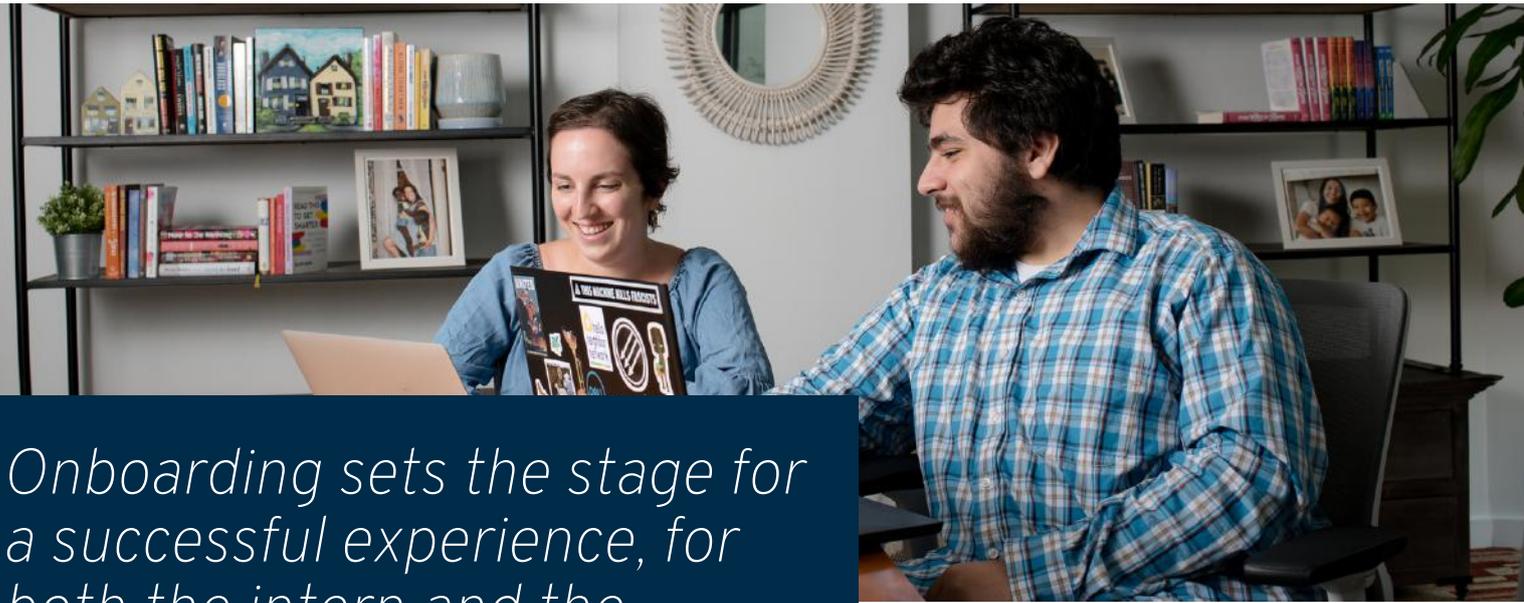
- Experiential learning is essential to student success
- Dietrich College undergraduate students possess unique talents and perspectives to offer to community partners
- Carnegie Mellon contributes to its community when it supports local organizations and businesses
- Pittsburgh is great place to learn, live, work and play

LEARNING OUTCOMES

As a result of the Pittsburgh Summer Internship Program (PSIP), students will...

- Cultivate the skills needed for professional success
- Describe the issues facing the Pittsburgh Community and the role of organizations and businesses in addressing them
- Initiate and engage in positive interactions with diverse others
- Express a belief in their own capacity for future success
- Articulate connections between academic experiences and potential career paths
- Develop an appreciation for Pittsburgh as a great place to learn, live, work and play





Onboarding sets the stage for a successful experience, for both the intern and the organization.

Make the first day special!

Some things you may want to include as you plan out the schedule of the first day:

- One on one time with you
- Tour of the working space
- Meet coworkers or lunch with the team
- Training on systems and processes

INFORMATION TO COVER

- ✓ Job Responsibilities
- ✓ Performance Expectations
- ✓ Behavior Policies
- ✓ Time and Hours
- ✓ Reporting Structures
- ✓ Dress Code
- ✓ Personnel Policies
- ✓ Communication Plan
- ✓ Learning Goals
- ✓ Evaluation Process

Start by Asking Questions & Setting Goals

During the first few days, spend time talking with your intern to set goals and discover ways they can contribute to the goals of your organization. Some questions to consider:

- ? What are you hoping to learn from this experience?
- ? What are you nervous about? What worries you about the experience?
- ? Why did you choose to take on this internship?
- ? How can you extend beyond your comfort zone during the internship?

Note: Students must set goals & complete their Learning Agreement by the end of week 1

At the start of the summer, interns are tasked to create at least 3 SMART goals to guide their work. These goals should take into account what the intern hopes to learn, the skills they strive to build, and what will benefit your organization. It is encouraged to discuss these goals with your intern in their first week as you will be asked to rate their progress towards these goals on your intern's final evaluation.

- S** **Specific**
What exactly do you want to accomplish?
- M** **Measureable**
How will you track your progress?
- A** **Achievable**
Is it realistic that you will be able to accomplish your goal?
- R** **Relevant**
Does your goal align with organization needs?
- T** **Timely**
When do you expect to have the goal completed?



COMMUNICATION

KEEP IT OPEN

This may be your intern's first professional experience. Share feedback frequently & constructively so challenges can become learning opportunities.

STAY IN TOUCH

We encourage both interns and supervisors to contact our team for anything you might need. We want to ensure a great experience for everyone!

1:1 AND BEYOND

Students often want to expand their professional network throughout the summer in PSIP. Facilitating introductions with other team members or professionals can help students feel more connected to their work.

QUESTIONS TO CONSIDER

- How do you prefer to communicate?
 - In-person, email, message app, or phone?
- What is the best way for your intern to handle questions or issues that arise?
- How frequently will you and the intern meet one-on-one?
 - We recommend meeting personally with interns at least once a week



Whether communicated in writing or verbally, provide students an outline of expectations, policies, and responsibilities in their role. You should inform an intern of what you expect from them as well as what they should expect from you as a supervisor.

ASSIGNMENTS

- Work should be challenging, related to mutually agreed on goals, and provide valuable learning experience.
- We encourage open feedback from supervisors and students on the quality of tasks assigned and their completion.

EXPECTATIONS

- What are you expecting the intern to achieve throughout the summer?
- How will you deliver ensure these goals are met and provide corrective feedback if needed?

RELATIONSHIP

- What is your supervision style and how do you lead others?
- What kind of relationship are you hoping to establish with your inter? Is it focused on mentoring, is it task and project oriented, etc.?

VALUES

- What is important for an intern to provide to your organization and to you as a supervisor?
- What qualities do you value from your employees?



PROFESSIONAL DEVELOPMENT

Dietrich College organizes various workshops throughout the summer and PSIP participants must attend a minimum of two professional development sessions during their internship. However, these workshops are open to any CMU students to attend, and it is appreciated if you encourage your interns to attend! Topics in these sessions include:

- **Networking**
- **Informational Interviewing**
- **Public Speaking**
- **Utilizing LinkedIn**
- **Navigating Workplace Challenges**
- **and more!**

If you have any interest in sharing professional development topics or delivering a session for interns either on-campus or at your organization, we'd love to collaborate with you! Please reach out to [Bryce Yoder, Experiential Learning Coordinator](#), for information or to partner further.

"My heart is in the work." Andrew Carnegie, 1900



Taking on a new intern offers the opportunity to examine the needs of your organization and analyze how a new team member will contribute to that success. Consider the below questions as you get started this summer:

What work do you need completed?

Focus on tasks that your organization needs or wants but can't currently complete. Align these tasks with what the intern wants to learn. Don't use "busy work" to fill time. Project-based work offers a meaningful way for the intern to gain experience while contributing to the success of your organization. Be mindful of both your schedule and the intern's hours and schedule, work assignments should fall within the start and end dates for the role and the expected 200 hours of work.

How will you measure progress?

Give clear instructions and set a timeline for completion. Set up regular 1:1 meetings in advance and decide how the intern can check-in with quick questions. Dietrich students value constructive feedback and thrive in an environment that supports their commitment to learning from their PSIP experience.

What tools will your intern need?

Ensure that your intern has an appropriate work space, access to technology and supplies, and any necessary training for the job. Tools like Zoom, Slack, Teams, Dropbox, Google Suite and others make it easier to keep connected. Find out what tools and technology your intern will need access to this summer.

How will you involve your intern?

Take time to know your intern why they chose to engage in the internship. Connect opportunities to their goals and values whenever possible. Involving the intern in team or project meetings fosters engagement and can provide a fresh view on projects and challenges. These connections also help expand their network and integrate their academic passions with potential fields of work. Introducing the intern to fellow professionals and encouraging them to complete informational interviews helps to build a strong professional network.

Students and supervisors both have key requirements to complete as a part of PSIP. Core components such as timely check-ins and evaluations are tools for Dietrich College to monitor success, ensure a meaningful internship experience, as well as assist with any unexpected hardships. A student's inability to meet the below requirements may prevent them from receiving their stipend payments, similarly a Host site's ability to fulfill requirements will be considered for future PSIP participation.

WEEKS
1-3

Goal Setting & Student Check-in

Students are required to set three goals at the start of their internship, these goals are reviewed and approved by our experiential learning team. It is encouraged to discuss these goals with your students during week 1.

Supervisors do not need to personally review or complete their goal setting with students, however it may be useful to be aware of this as it impacts their payments from CMU and you will be asked to comment on their goals at the end of the summer.

WEEKS
4-8

Mid-term Evaluation

By week 4 of your student's internship in PSIP, you should have received and complete a short, 5-minute evaluation on the intern's work habits so far in the summer.

This will help our team keep up to date on the needs of our host sites and alleviate questions or concerns that may arise in the first few weeks. **We strongly encourage open communication with both the interns and our team**, in most situations the Experiential Learning team can help identify additional resources or bridge gaps for to get the most out of your intern's employment.

FINAL
WEEKS

Final Evaluations

In the last two weeks of PSIP, supervisors and students will both receive a final evaluation through our Dietrich College Connect platform. This evaluation focuses on the impact of your interns work and their performance in relation to the [National Association of Colleges & Employers career competencies](#).

Scheduling a meeting prior to your interns last day or dedicating time in a final one-on-one meeting can be a productive way to review the final evaluation and provide feedback to your intern.

National Association of Colleges and Employers

<https://www.naceweb.org/tag/internships/>

Association of American Colleges & Universities

[Internships as a High-Impact Practice: Some Reflections on Quality \(2010\)](#)

Intern Bridge

www.internbridge.com/

CMU Career and Professional Development Center

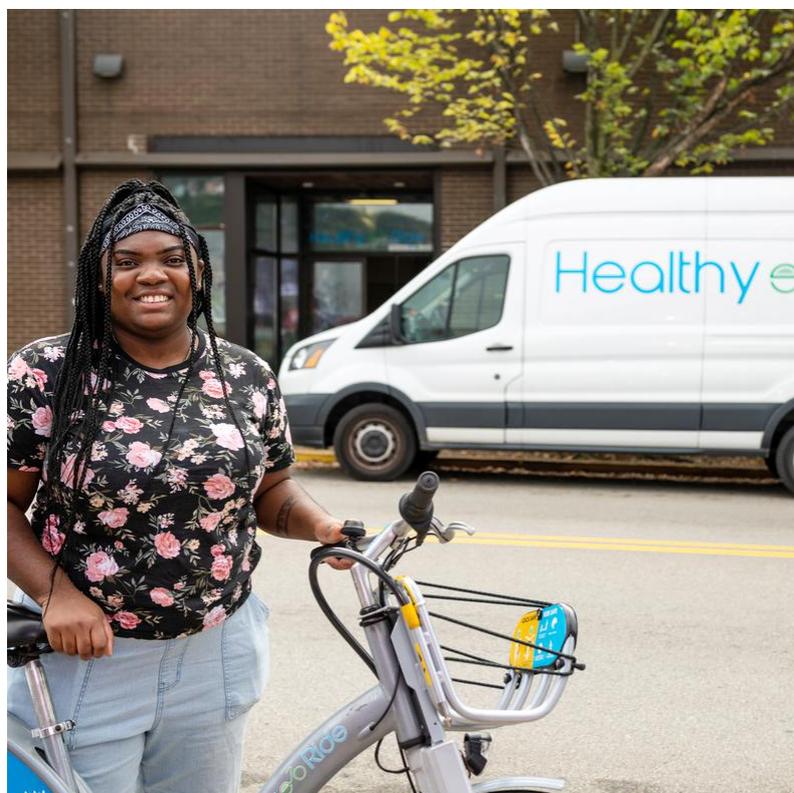
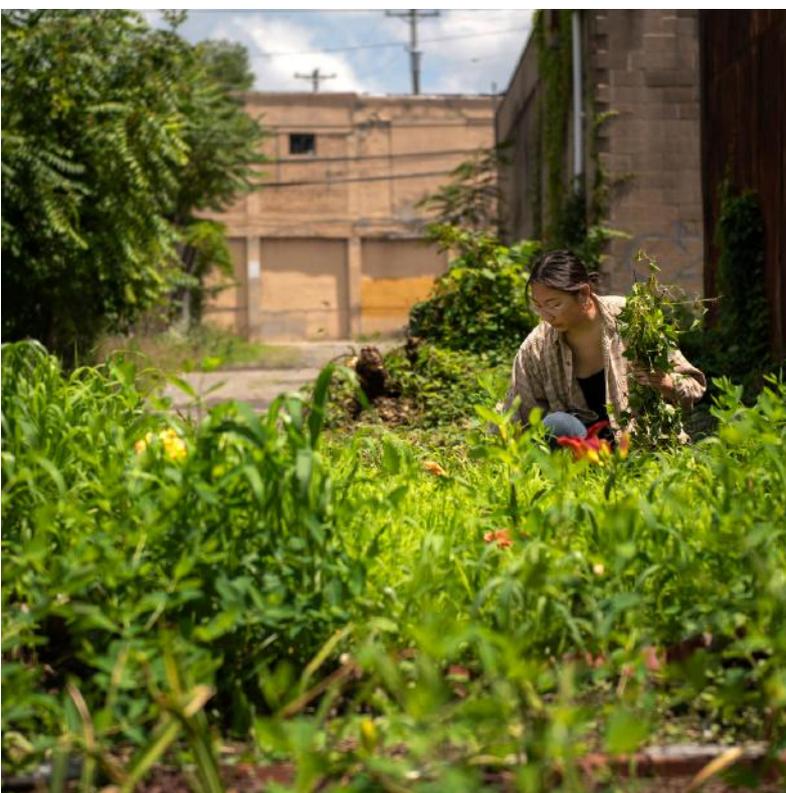
<https://cmu.edu/career/employers>

InternNE Resources

<https://www.internneb.org/employers/resources>

College Recruiter

<https://collegerecruiter.com/blog>



If you have questions about PSIP best practices, how to best work with undergraduate students, evaluations & requirements for PSIP, or more please contact:

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