

Carnegie Mellon University



PITTSBURGH SUMMER INTERNSHIP PROGRAM

Organization Resource Guide



Dietrich College of
Humanities and
Social Sciences



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

EMPLOYER BEST PRACTICES

Meaningful internships are carefully crafted to ensure benefit to both the participant and the host site. This packet will provide you with resources to help you facilitate a successful summer internship using the following strategies:

01

APPROPRIATE ONBOARDING

This helps ensure that the interns develop an understanding of workplace culture.

02

SUPERVISION PLAN

Whether communicated in writing or verbally, outline expectations, policies and responsibilities.

03

GOAL SETTING

Learning goals can provide a meaningful experience and ensure that both participants stay on track.

04

MEANINGFUL ASSIGNMENTS

Work should be challenging, related to future goals and provide valuable learning experience.

05

PROFESSIONAL DEVELOPMENT

PSIP hosts several workshops and seminars throughout the summer. Please encourage your intern to attend.

06

OPEN COMMUNICATION

This may be your intern's first experience. Share feedback so issues can become learning opportunities.

07

STAY IN TOUCH

The PSIP team is here for anything you need. We want to ensure a good experience for you and the intern.

08

PROGRAM CULMINATION

An exit interview at the end of the experience will allow you to share advice and gather feedback.

Eileen Chen
Smart Futures Intern

“The Pittsburgh Summer Internship Program connected me to many different nonprofits.

Through my internship, I learned that it is okay not to know how to do something; you just have to be willing to put in the effort to

learn on the spot. I also learned that communication is key no matter what field you go into.”



ONBOARDING STRATEGIES



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

Onboarding starts before the first day

Share resources with your intern in advance that help them understand your organization's history, vision and mission.

Maintain communication with the intern once the offer has been accepted, offering regular updates and discussing learning goals for the internship.

INFORMATION TO COVER

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

Making the first day special

Schedule time with your intern on their first day and throughout their first week. This will most likely be their first professional experience so they may need additional attention at the start.

Going Remote

The social aspect of onboarding is important - use technology to arrange opportunities for your intern to engage with others during the first week. Consider virtual lunch and coffee breaks so they can meet their new team. You may also want to assign a mentor to connect throughout the summer.

CREATING A SUPERVISION PLAN

Provide an outline for the intern of what they should expect from you as a supervisor

VALUES

- What is important to you as a supervisor?
- What qualities do you value from your employees?

COMMUNICATION

- How do you prefer to communicate? In person? Email? Phone?
- What is the best way to handle questions or issues that arise?
- How frequently will you and the intern meet one on one?

EXPECTATIONS

- What are you expecting from the intern throughout the summer?
- How will you deliver corrective feedback?

RELATIONSHIP

- What is your supervision style? How do you prefer to lead others?
- What kind of relationship are you hoping to establish? Mentoring? Task-oriented?

SMART GOAL SETTING

At the start of the summer, ask your intern to create 3-5 SMART goals to guide their work. These goals should take into account what the intern hopes to learn, the skills they hope to build and what will benefit your organization.



Specific

What exactly do you want to accomplish?



Measureable

How will you track your progress?



Achievable

Is it realistic that you will be able to accomplish your goal?



Relevant

Does your goal have a meaningful purpose?



Timely

When do you expect to have the goal completed?

MAKING THE WORK MEANINGFUL

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



What is your intern's motivation?

Find out why your intern has chosen to engage in the internship, along with what they hope to learn. Connect opportunities to their values whenever possible.

Going Remote

Involve the intern in coming up with innovative and creative ways to overcome any challenges presented and shape the nature of their work.

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.

Going Remote

Project-based work offers a meaningful way for the intern to gain experience while contributing to the success of your organization.

How will you measure progress?

Give clear instructions and set a timeline for completion. Critically evaluate results while also taking into consideration commitment to the project and learning.

Going Remote

Set up regular meetings in advance and decide how to check in with quick questions, as you will not have the benefit of in-person interactions.

How will you involve your intern?

Interns benefit from expanding their network and integrating within the field. Find ways to introduce the intern to others.

Going Remote

Make sure to include the intern in regular meetings with your team. Have the intern complete informational interviews to establish a network.

What tools will your intern need?

Ensure that your intern has an appropriate work space, access to technology and supplies and any necessary training opportunities.

Going Remote

Tools like Zoom, Slack, Teams, Dropbox, Google and others make it easier to engage. Find out what tools and technology your intern has access to.

RESOURCES

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>

Chegg Internships Employer Resources

www.internships.com/employer/resources

College Recruiter

<https://collegerecruiter.com/blog>



Kimberly Piatt

Pittsburgh Summer Internship Program Manager
Dietrich College of Humanities and Social Sciences
Carnegie Mellon University
kpiatt@andrew.cmu.edu
412.268.5779