

Student Professionalism Starts Here

STUDENT INTERNSHIP TOOLKIT



WHAT IS AN INTERNSHIP?



San Diego State University recognizes the National Association of Colleges and Employers (NACE) internship definition. An internship is a form of experiential learning that integrates knowledge and theory learned in the classroom with practical application and skills development in a professional setting. Internships give students the opportunity to gain valuable applied experience and make connections in professional fields they are considering for career paths; and give employers the opportunity to guide and evaluate talent.

Internships are high impact practices that allow students to develop professionalism and learn how to apply the knowledge needed to transition successfully into the workplace. Internships are hands-on, experiential opportunities that bridge your academic work with an industry or field in the professional world.

DIFFERENCE BETWEEN A PART-TIME JOB AND AN INTERNSHIP



The difference between a part-time job and an internship is that an internship allows you to use your academic knowledge to complete a specific project and/or task. For example, if I am a Marketing major and I work in the SDSU Bookstore as a cashier, I am not specifically using my academic knowledge in that job.

However, if I am working part-time in the SDSU Bookstore with the Marketing Director to develop a social media campaign or design the window display, then I am applying my academic knowledge. Both of these could be part time jobs, but only the second example would be considered an internship since I am applying my academic knowledge in a professional setting.





CHARACTERISTICS OF AN INTERNSHIP?

Internships vary according to tasks, work time, and compensation. Standard internships usually require 10 to 20 hours weekly during the semester (10-16 weeks), and up to 40 hours per week in the summer (6-12 weeks).

Compensation possibilities can include hourly pay, class credit, or a stipend. Compensation is commonly \$10-\$14 per hour for undergraduate students and \$18-\$25 per hour for graduate students based on experience and industry/field. ***Please note that all unpaid internships require a student to enroll in an internship course to receive academic credit. Speak with your Department Internship Contact to find the course for your major: <http://goo.gl/Jwnfyw>**

To qualify as an internship, an experience must include professional experience, and therefore internships are not primarily unskilled or clerical in nature. An internship experience needs to relate to your academic work and have learning outcomes that are set by and achieved under the guidance of a supervisor.

WHY GET AN INTERNSHIP?

- Explore your interests and gain valuable experience before graduating
- Apply academic knowledge to a work setting
- Meet people and practice networking with employers and professionals
- Learn what you like and do not like about a job and/or career
- Facilitate a successful transition from college to the working world
- Investigate potential employers' organizations
- Develop self-confidence time management, critical thinking, communication teamwork, and decision-making skills
- Demonstrate experience that will attract future employers
- Build your resume

TYPES OF INTERNSHIPS

Academic Credit Internships

- Students completing an academic internship are enrolled in an internship course and may be paid or unpaid**.
- ****Unpaid MUST be taken for academic credit if the organization is a FOR-PROFIT. Only unpaid internships at recognized 501-c3 NON-PROFIT organizations can be completed without an academic course, as this is considered volunteering.**
- Paid and unpaid internships qualify for academic credit. For more information on academic credit for internships, contact your Department Internship Contact by going to <http://goo.gl/g5bV2K>.

Paid Internships

- An internship is considered paid when an intern earns at least minimum wage per hour worked or a stipend that is equivalent.
- Students completing a paid internship can also receive academic credit. For more information on academic credit for internships, contact your Department: <http://goo.gl/g5bV2K>.

International Internships

- Go to Aztecs Abroad: <http://goo.gl/mCqJQR>
- Use the Search programs tab to view a list of the approved internship abroad programs available through SDSU. Select program type "internships" for the full list.
- Going Global via Aztec Career Connection is a resource for international job/internships and country specific information: <http://goo.gl/vIS9Gp>.



WHAT TO EXPECT DURING AN INTERNSHIP



Experience Work Life

The opportunity to learn and gain perspective on the work world, including attending staff meetings, client consultations, networking events, etc



A Work Space

Have a physical space to work and the adequate tools needed to perform your work



Direction

A supervisor who is available, experienced and knowledgeable in your field



Professional Projects & Network

Real work related to your professional development, the opportunity to learn about the industry and gain experience you can add to your resume

Opportunities to meet and network with professionals in order to build your professional network



Feedback

Meetings with your supervisor on a regular basis (weekly is recommended) to get feedback on your performance and projected tasks. Hear what you are doing well, what areas you need to improve, and get clear direction regarding what is expected of you



THREE-PART INTERNSHIP WORKSHOP SERIES

Career Services offers a three-part internship workshop series that is designed to help you be a successful intern. Visit the Workshops & Events page on the Career Services website to get the dates:

<http://goo.gl/vODitD>

Internship 101: Jump Start Your Success: Get an Internship!

Learn what an internship is, why you need one and what you should expect to get from the experience

Internship 201: All You Need to Know to Be a Successful Intern. Move from just "showing up" to "shining" as an intern

Internship 301: Internships and Beyond, Your Next Steps to Success. Learn how to close an internship, reflection on your experience, and pursue additional opportunities

WHAT TO EXPECT FROM INTERNSHIP SITES



- Internship sites provides interns with opportunities to develop Career Readiness Competencies. Career Readiness is the attainment and demonstration of requisite competencies that broadly prepare college graduates for a successful transition into the workplace.

The Career Readiness Competencies are:

- Critical Thinking/Problem Solving
- Oral/Written Communication
- Teamwork/Collaboration
- Information Technology Application
- Leadership
- Professionalism/Work Ethic
- Career Management
- Global/Intercultural Fluency



- Internship sites provides job shadowing opportunities that allow the intern to learn certain functions of the organization and/or industry
- The internship has a clear start and end date agreed on prior to the start date.
- Employer provides student with a clear position description
- Student is provided with specific learning outcomes
- Employer provides the intern with an opportunity to make professional connections
- Student meets with site supervisor regularly and receives feedback on performance
- Full time (12+ units) students should intern 10-15 hours per week and it is recommended to not exceed 20 hours per week



SDSU INTERNSHIP RESOURCES

Aztec Career Connection

- Go to: career.sdsu.edu and click Students to get to the red login box
- Use the Aztec Career Connection Student Account How-To-Guide: <http://goo.gl/J9QGfc> (see page 10)
- Visit the Career Services Resource Room (SSE 1200) to get help searching for internships



Contact Your Major Department

- View the Department Internship Contact list at <http://goo.gl/Jwnfyw>

GoinGlobal

- GoinGlobal is available through your Aztec Career Connection account and allows you to find internships both internationally and domestically

Do Your Research

- Visit company websites that interest you (Glassdoor is recommended)
- Find a list of internship search websites at <http://goo.gl/0hoSrt>

Don't Forget the Importance of Preparation!

- Attend workshops and events, network with employers, staff, and your peers at Career Fairs, Information Sessions, and Workshops
- Check out the Workshops & Events Schedule at <http://goo.gl/nxiBK4> (see page 7 for an internship checklist)

Use your Network

- Mentors, professors, friends and family are all part of your network that can help you find an internship and/or be a reference (LinkedIn is recommended: <http://goo.gl/6OuPpY>)

GET STARTED WITH AN INTERNSHIP CHECKLIST

RESUME DEVELOPMENT

- Meet with a Career Services counselor and get help developing your resume by coming in for a Fast 15 Walk-In (Monday-Thursday 1-2:45pm and Friday 10-11:45am)
- Career Services offers Effective Resumes Upgrading your Resume Workshop (see schedule at <http://goo.gl/nxiBK4>)
- Attend Resumania to have your resume reviewed by employers and Career Services staff before Career Fairs

NETWORKING

- Career Fairs and Information Sessions both provide students the opportunity to meet with employers and find out about open positions
- Attend Professional workshops hosted by student organizations to meet professionals in your field of interest
- For a full list of student organizations on campus visit: <http://goo.gl/AfkHW3>

INTERVIEW SKILLS

- Career Services offers Interview with Confidence Workshops (see schedule at <http://goo.gl/nxiBK4>)
- Use Big Interview to perfect your interview skills. Access this mock interview system through your Aztec Career Connection <http://career.sdsu.edu> The computer records and gives you feedback
- Career Counselors can provide mock interviews at Career Services. Contact Career Services to make an appointment (SSE 1200 or 619-594-6851)

INTERNSHIP ETIQUETTE: HOW TO HAVE A SUCCESSFUL INTERNSHIP



Be On Time

- Display your enthusiasm for the position by showing up on time and preferably a few minutes early every day



Practice Good Social Skills

- Make immediate eye contact and smile when introduced
- Avoid engaging in conversation on topics that may lead to conflict or be inappropriate such as politics, gossip, religion, etc.
- Don't text or use your social media when you are on the job

Practice Good Email Etiquette

- Respond promptly
- Begin by addressing the person, use full name and Mr. and Mrs.
- Be concise and use spellcheck
- Finish with an email signature

Practice Good Phone Etiquette

- When leaving messages, be clear and don't forget to leave your name and call back the number

Be Proactive in Your Role as a Learner

- Ask questions (take a notepad and pen to write down notes)
- Engage with co-workers
- Take time to learn what the company does and how they operate



Be flexible and manage your own expectations

- As priorities change, so might your job also!
- Don't expect to be given lots of responsibility on day one
- Do expect to be given additional tasks and responsibility gradually

Be respectful of the privacy of clients

- Never share client information or discuss outside of the work place

Communicate with your supervisor

- Get regular feedback and meet with your supervisor weekly
- Do let him/her know if you have any concerns



Dress for success!

- Dress professional the first few days until you learn the office culture
- Keep your hair, makeup and jewelry conservative

Show Gratitude and Give Thanks

- At the end of your internship send a Thank you note to show your appreciation.



HOW TO:

PROFESSIONALLY COMPLETE AN INTERNSHIP

Set goals with your
Site Supervisor

Create a Portfolio of
your experiences

CONNECT

Give your Site
Supervisor updates
on your academics
and professional
development

Continue to develop
your professional
networking

Follow-up with your
Site Supervisor about a
project you worked on
while interning

REFLECT

Reflect on your
experience

GROW

Update your
resume, social
media profile and
LinkedIn

Keep in touch with
the professional
connections you
made through email
or LinkedIn

Send a thank you note
within a week after
your last day at the site,
preferably handwritten



Aztec Career Connection

How-To Guide: Students

STEP 1: Log In

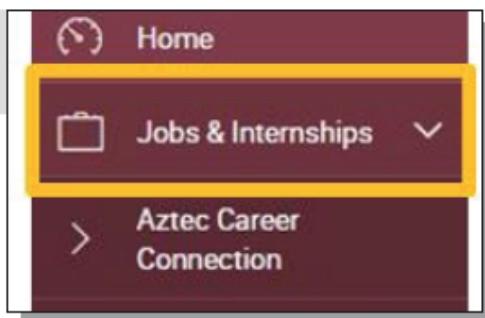
Go to career.sdsu.edu

Log into your Aztec Career Connection Student Account

Your academic profile information and WebPortal password are automatically synchronized with Aztec Career Connection. Changes in WebPortal (major, class level, password, etc.) will be reflected in Aztec Career Connection within 24 hours.

STEP 2: Click on Jobs & Internship at the Top Left

Go to the Jobs & Internship tab at the top and click Aztec Career Connection to see available postings.



STEP 3: Search Internship Job Postings

To search job postings, you can enter company names, types of jobs, etc. in the Search box or click on Advance Search (recommended)

STEP 4: Using Advance Search for Internship & Job Search

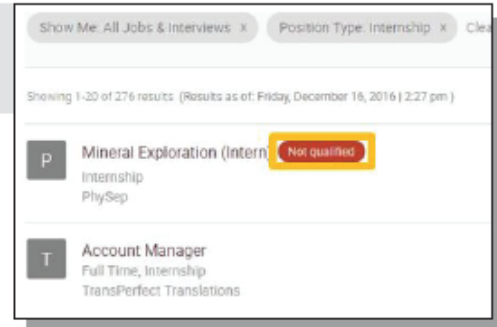
Using Advance Search will let you narrow your search based on characteristics like Position Type, Industry, and Location. Click on More Filters at the bottom to also search Posting Date.

Aztec Career Connection

How-To Guide: Students

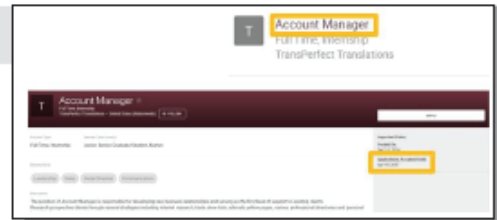
STEP 5: Review Internship & Job Postings

Click Search to view a list of internship and job postings. If you do not qualify for the position, a Not qualified orange button will be next to the position title. To see why you don't qualify, click the position title and look under Application Status on the right. Make sure your profile is accurate and up to date.



STEP 6: See the Position Details

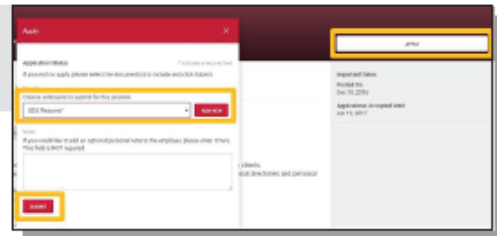
Click on the Position Title to view the entire posting including Applications Accepted until date on the right side and Salary at the bottom. There will also be recommended positions listed at the bottom, which are based on your previous searches.



STEP 7: Apply to the Internship/ Job Position

Click Apply and attach your resume. Select your resume or click Add New to upload. Click Submit to send your resume and apply.*

*Students must have a resume on file to complete this step. To upload your resume, go to the Documents tab at the top >Documents > +Add New.



STEP 8: Confirmation

Click the Apply button. When you successfully applied for the position you will see a green banner that says Your application has been submitted and a box will pop up that says you Applied in red. To continue your search, see Step 1.

