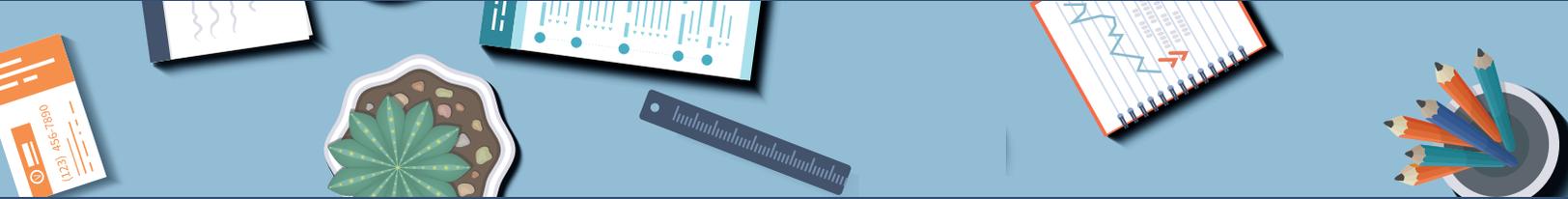




ProcurementSM

Internship Toolkit



NASPOTM
National Association of
State Procurement Officials

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The guides and templates in this toolkit were created by NASPO for use by state public procurement professionals. The toolkit was created to assist NASPO members in designing engaging internship programs that are beneficial to both the student and the procurement office. Users have the author's permission to copy and amend the templates and guides to better suit their individual needs. These templates are designed to be informational tools only. NASPO encourages you to communicate with college career centers and the state personnel office for additional input and guidance to achieve a successful program for all parties involved.

For questions concerning this Internship Toolkit, please contact NASPO at procurementu@naspo.org.

PART I. You're Thinking about Hiring an Intern: A Step-by-Step Guide

1) Talk to Human Resources (HR)!

It is important to involve your state personnel office early when creating an internship program to avoid problems further on in the process.

Does your state personnel office already have a procedure in place for an internship program?

Great! Work with them to understand the process, timeline and procedures for recruiting and hiring. Spend time helping them understand the goals and objectives of the internship program in your office.

If you do not have a procedure in place, you may want to engage with the state personnel office before beginning a program on your own. Early buy-in and understanding the legal requirements before starting a program will help avoid confusion later. The state personnel office may also have resources and information available to assist you during the planning phase.

2) Plan!

Use the templates provided to help design your internship program. Careful planning can set the stage for a successful program. Be as detailed and accurate as possible. Explore questions such as: Where will your intern sit? What will they do? Who will they report to and interact with daily?

No longer limited to getting coffee and making copies, internships are a key learning component of a student's educational experience. It is important to understand the scope of work that you will ask an intern to perform and identify specific projects that are educationally beneficial and advance the goals and objectives of the procurement office. As many interns apply for credit for their internship experience as a part of their degree program, the work assigned should be tied to the student's educational and career goals.



3) Budget!

How much (if any) are you willing to pay your intern? What is the funding source? This needs to be worked into your budget well ahead of time, possibly at the beginning of the fiscal year.

For fields where competition for interns is high, like Supply Chain Management and Public Administration, careful consideration should be given to what budget is needed to compete in the job market. If interns are not local, you may also need to fund housing stipends or travel expenses. Additionally, the budget must also consider the cost to the organization to administer the internship.

4) Talk to HR again!

Hiring interns differs from hiring full-time employees. Work with your internal HR professionals (or the state personnel office) to determine what type of candidates you want. Are you looking for an undergraduate or graduate intern? What type of competencies are needed to perform the projects you have planned? Will you allow for flexible scheduling to accommodate the intern's class schedule? What impact might that have on the types of work you anticipate the intern performing? Will the project require

time for the intern to learn special skills to successfully complete the task? Having a plan will help you attract the right type of candidates. Creating a detailed job description and expectations for performance will also clarify the type of intern you need.

The state personnel office can provide guidance on how to set up interviews, the types of interview questions that ascertain the skills and knowledge criteria of the candidates, and how the interview process will unfold. Remember that for many of students, this may be their first experience with the interview process.

5) Advertise!

In addition to your state job board, display the job announcement on sites that interns use, such as college career center sites, Monster.com or job posting sites specific to your city (e.g. Chamber of Commerce). Social media is also a great advertisement tool—tweet a link to your job posting for followers to see, post it on LinkedIn, or share the posting on Facebook. Other employees can also be a great recruiting tool! Encourage them to share the job description with people who they think would be great interns.

One key element to consider as you look at recruitment is the education candidates may need about the profession of public procurement and why an intern should want to come and work for state government. Candidates may not be well-versed in the aspects and nature of public procurement as these elements are often missing from program curriculum. Recruitment efforts should help candidates understand the value of public procurement, contain information about the organization’s mission, vision and values. Give insight into how the internship will prepare the intern for a career in procurement.

6) Interview!

Ask your HR personnel to conduct an initial review process of applications and a phone or Skype screening call. Then, have HR set up a time for you to interview the top three candidates individually. HR can also provide you with sample skill/knowledge assessment, behavioral and career aspiration questions to reference in the interview.

A good interview will provide:

- An overview of the organization, including organizational culture
- A description of the goals and objectives of the internship
- An introduction to the projects, expectations and tasks the intern will engage in during the internship
- Skill and knowledge assessment questions
- Behavioral questions
- Educational and career goal discussions
- Institutional internship requirements, if applicable
- An opportunity for the candidate to ask questions
- Information concerning work schedule, dress code and general office information
- Salary, housing stipend, travel reimbursements
- Next steps, including the notification process
- Appreciation for the candidate’s time and interest in the position



Interview templates are included in this toolkit for your use.

7) Hire!

Once you identify your ideal candidate, prepare an offer letter outlining the parameters of the internship. This letter should include the start and end dates, orientation and parking information. See the Internship Offer Letter Template provided.

Creating a welcome packet for new interns may provide them with a sense of inclusion and engagement. For interns that are not native to your location, finding housing can be challenging. While selection of housing is up to the intern, providing a list of short-term lease companies, extended stay hotels or sublet opportunities may help them choose the best housing option.

Other items include:

- Neighborhood information
- Bus routes and schedule
- Local restaurants
- Grocery stores/shopping
- Local events and attractions
- State procurement swag
- Supervisor/Internship Coordinator contact information
- Welcome card/letter signed by all team members
- Orientation schedule
- Employment forms

If you did not hire an intern, discuss with HR what you did or did not like about each candidate, so they have a better idea of who you are looking for before reposting the job description.



8) Engage!

It may be helpful to reach out personally to your new intern before they arrive on their first day. A phone call to answer any questions they may have, provide information and even just check-in can go a long way in making them feel like a welcomed and valued part of your procurement team.



Legal Implications of Hiring an Intern.

Know your state's legal regulations and requirements for interns. If you plan to hire someone full time, there may be minimum-wage and/or benefits requirements. Also, if you plan to hire an international student, you will need to ensure they meet any specific qualifications to work in the U.S. It is best to consult with your HR department or legal counsel.

Planning Template

CURRENT HR PROCEDURE FOR INTERNSHIPS:

WHY DO I NEED AN INTERN?

HOW MUCH CAN I PAY AN INTERN?

HOW WILL HAVING AN INTERN BENEFIT MY OFFICE?

WHERE SHOULD I ADVERTISE THE INTERNSHIP?

- ---
- ---
- ---
- ---

UPCOMING INTERVIEWS

1. NAME

DATE AND TIME

2. NAME

DATE AND TIME

3. NAME

DATE AND TIME

Job Description/Advertisement—Template

JOB TITLE:	
JOB CATEGORY:	
DEPARTMENT/GROUP:	
JOB CODE/REQ#:	
LOCATION:	
TRAVEL REQUIRED:	Y/N
LEVEL/SALARY RANGE:	
POSITION TYPE: (ie: full-time, part-time, job share, contract, intern)	
HR CONTACT:	
DATE POSTED:	
EXTERNAL POSTING URL:	
INTERNAL POSTING URL:	
APPLICATIONS ACCEPTED BY:	
FAX OR EMAIL: Fax Number or Email SUBJECT LINE: Subject Line	MAIL: Company Name ADDRESS City, State, Zip Code

JOB DESCRIPTION:

A. Your Organization

- Include a brief overview of your organization including a short history.
- Who are you? Where are you located?
- What are the duties and responsibilities of your organization?
- How is your organization structured?

B. Job Title

- e.g.: Purchasing Intern, Procurement Intern, etc.

C. Job Description

- Include a general description of the position. See Example:
 - The Purchasing Intern will report to _____ and will assist the procurement team in their responsibilities. Purchasing Interns can expect to work _____ hours a week in the State CPO office located in _____. Interns will work on a variety of projects occurring in the office, such as _____, _____ and _____. Upon completion, interns will have expansive knowledge concerning _____.

D. Responsibilities and Tasks

- What will your intern do while employed? Be specific to set clear expectations for candidates.
- Will they be working on a specific project? What will their responsibilities be, and what will they be expected to deliver?

E. Required Skills

- What skills do you want your intern to have *before* starting? Do they need to have background in Business or Supply Chain Management? Do they need to be an Excel spreadsheet wizard?

F. Salary Expectations

- How much will you pay your intern?
- If you are unable to pay your intern, what benefits can you offer instead? (Free parking, enrollment in a free training course, career development, etc.)
- Will you provide a housing or relocation stipend?

REVIEWED BY:		DATE:	
APPROVED BY:		DATE:	
LAST UPDATED BY:		DATE/TIME:	

Summer Internship Opportunity: Marketing Sample

Finding your career path can be tough! Developing a specialized skill and hands-on experience to complement your education can set you apart from the crowd.

- *Do you want to make a positive impact in your local and national economy?*
- *Do you want to improve the lives of the public?*
- **If you answered YES to these questions, a career in public procurement may be for you!**

What is public procurement?

The government buys approximately \$2 trillion in goods and services annually. In fact, state government spending is one of the largest drivers in the U.S. economy! Public procurement creates and maintains jobs in the private sector by developing, soliciting, awarding and managing contracts with vendors to purchase things like heavy equipment, asphalt, and salt for road maintenance and repair; nursing services for state hospitals; and the issuance of driver's licenses and social programs! Most of the goods and services needed to support the state government's role of providing services to the public flows through the procurement division. State procurement officials leverage economies of scale to maximize budgets, negotiate for the best value and provide quality goods and services to the public at the lowest cost to taxpayers. State procurement is also charged with maintaining fair, and open competition, upholding state procurement laws and regulations and assuring accountability and transparency.



What if I would rather work in the private sector?

Even if you desire a career path in the private sector, an internship in public procurement would be a great addition to your resume! Many private sector companies sell their goods and services to all levels of government and some even have specialized divisions dedicated solely to state and federal government sales. A clear understanding of the state bidding processes and legal requirement increases a vendor's likelihood of submitting bids in accordance with the laws, rules and procedures that govern the public procurement process. Additionally, vendors who understand public procurement are better equipped to fulfill contract deliverables that helps create mutually beneficial relationships. Good vendor relationships are key to delivering quality goods and services to the public.



What impact does public procurement have?

Public procurement is involved in everything from the roads you drive on to the chairs you sit in during class. Simply stated, public procurement is involved in anything that is designed, built, bought or paid for with public funds. Public procurement professionals are stewards, assuring that your tax dollars are spent in the most cost-effective manner possible. This carefully designed system of checks and balances protects the public by assuring that contracts are bid and awarded through fair, open and transparent competition.

Why didn't I learn about this in school?

That's a great question and one the National Association of State Procurement Officials (NASPO) is working to address! As a key economic driver, government procurement education is key to understanding the national market. Public procurement has traditionally not been covered in academic programs; however, organizations like NASPO are working diligently to change that! NASPO is partnering with nationally ranked colleges and universities to create courses and programs in public procurement, which will further public procurement through the promotion of best practices, education, professional development, research and innovative procurement strategies.

How do I learn more?



Visit www.naspo.org for more information on state procurement or contact your local state procurement office at: _____

Intern Candidate Application Template

APPLICATION INFORMATION

LAST NAME FIRST NAME M.I

DATE STREET APT#

CITY STATE ZIP

PHONE EMAIL ADDRESS

DATE AVAILABLE SOCIAL SECURITY NO. DESIRED SALARY

POSITION APPLIED FOR

ARE YOU A CITIZEN OF THE UNITED STATES? YES NO

IF NO, ARE YOU AUTHORIZED TO WORK IN THE U.S.? YES NO

HAVE YOU EVER WORKED FOR THIS COMPANY? YES NO IF SO, WHEN?

HAVE YOU EVER BEEN CONVICTED OF A FELONY? YES NO IF YES, EXPLAIN:

EDUCATION

HIGH SCHOOL ADDRESS

FROM TO GRADUATED? YES NO DEGREE

COLLEGE ADDRESS

FROM TO GRADUATED? YES NO DEGREE

OTHER ADDRESS

FROM TO GRADUATED? YES NO DEGREE

REFERENCES

PLEASE LIST THREE PROFESSIONAL REFERENCES.

FULL NAME RELATIONSHIP

COMPANY ADDRESS

EMAIL ADDRESS PHONE

FULL NAME RELATIONSHIP

COMPANY ADDRESS

EMAIL ADDRESS PHONE

FULL NAME RELATIONSHIP

COMPANY ADDRESS

EMAIL ADDRESS PHONE

PREVIOUS EMPLOYMENT

COMPANY _____ PHONE _____

ADDRESS _____ SUPERVISOR _____

JOB TITLE _____ STARTING SALARY _____ ENDING SALARY _____

RESPONSIBILITIES _____

FROM _____ TO _____ REASON FOR LEAVING _____

MAY WE CONTACT YOUR PREVIOUS SUPERVISOR FOR A REFERENCE? YES NO

COMPANY _____ PHONE _____

ADDRESS _____ SUPERVISOR _____

JOB TITLE _____ STARTING SALARY _____ ENDING SALARY _____

RESPONSIBILITIES _____

FROM _____ TO _____ REASON FOR LEAVING _____

MAY WE CONTACT YOUR PREVIOUS SUPERVISOR FOR A REFERENCE? YES NO

COMPANY _____ PHONE _____

ADDRESS _____ SUPERVISOR _____

JOB TITLE _____ STARTING SALARY _____ ENDING SALARY _____

RESPONSIBILITIES _____

FROM _____ TO _____ REASON FOR LEAVING _____

MAY WE CONTACT YOUR PREVIOUS SUPERVISOR FOR A REFERENCE? YES NO

1. PLEASE DESCRIBE ANY EXTRACURRICULAR ACTIVITIES OR COMMUNITY ENGAGEMENT.

2. PLEASE LIST ANY PROFESSIONAL ORGANIZATIONS TO WHICH YOU BELONG.

3. PLEASE DESCRIBE ANY INTERNSHIPS, WORK OR OTHER PUBLIC PROCUREMENT EXPERIENCES.

4. WHAT ARE YOUR EXPECTATIONS FOR THIS INTERNSHIP?

5. PLEASE DESCRIBE YOUR CAREER PLAN OR YOUR "5 YEAR PLAN."

IN ADDITION TO YOUR APPLICATION, PLEASE PROVIDE A COVER LETTER.

DISCLAIMER AND SIGNATURE

I certify that my answers are true and complete to the best of my knowledge.

If this application leads to employment, I understand that false or misleading information in my application or interview may result in my release.

SIGNATURE

DATE

TO BE COMPLETED BY YOUR CAREER CENTER REPRESENTATIVE AND MAILED OR SCANNED TO:

**ATTN:
Address
City, State, Zip Code**

FULL NAME _____ TITLE _____

UNIVERSITY _____ PHONE _____

EMAIL ADDRESS _____

1. PLEASE DESCRIBE HOW THIS INTERNSHIP APPLIES TO THE CANDIDATE'S CURRENT PROGRAM.

2. WOULD YOU ENDORSE THIS CANDIDATE FOR THIS INTERNSHIP? WHY OR WHY NOT?

3. BRIEFLY DESCRIBE THIS CANDIDATE AND THEIR ACADEMIC MERIT.

4. IS THERE ANYTHING ELSE YOU WANT US TO KNOW ABOUT THIS CANDIDATE?

DISCLAIMER AND SIGNATURE

I certify that my answers are true and complete to the best of my knowledge.

SIGNATURE _____ DATE _____

Interview Template

CANDIDATE NAME

DATE OF INTERVIEW

INTERVIEWER NAME AND TITLE

POSITION

PLEASE DESCRIBE ANY EXTRACURRICULAR ACTIVITIES OR COMMUNITY ENGAGEMENT.

PLEASE DESCRIBE ANY PUBLIC PROCUREMENT WORK, INTERNSHIP OR OTHER EXPERIENCE.

PLEASE EXPLAIN ANY PROFESSIONAL ORGANIZATIONS TO WHICH YOU BELONG.

PLEASE EXPLAIN WHAT YOU ARE LOOKING FOR IN THIS INTERNSHIP.

PLEASE DESCRIBE YOUR FUTURE CAREER PLANS.

INTERVIEWER: COMMENTS

INTERVIEWER FINAL RECOMMENDATION

DO YOU RECOMMEND THIS CANDIDATE FOR HIRE? YES NO

Internship Offer Letter Template

Your Name
[Company Name]
[Street Address]
[City, State, Zip code]
[Date]

[Recipient Name]
[Street Address]
[City, State, Zip code]

Dear [Recipient Name]:

It is our pleasure to confirm our offer of employment to you as a [job title] at [Company Name]. In this position, you will report directly to [Manager's Name] beginning [date].

Your compensation will be \$[amount] per hour and you are expected to work [amount] hours per week. Paychecks are issued [frequency], beginning with your first paycheck on [date].

Please contact your supervisor if you need assistance with travel, lodging, or transportation leading up to your first day.

To confirm your acceptance of this offer of employment, please sign below and return to me by email at [email address].

We look forward to working with you!

SIGNATURE

DATE

Sincerely,

Your name

Title

PART II. You Hired an Intern: A Step-by-Step Guide

1) Talk to your intern's College Career Center.

If your intern plans to gain college credit from your internship program, you should make sure your program qualifies. Ask your intern for the course guidelines and/or Career Center contact information to make sure your internship program meets the college's requirements and learn of any assignments or tasks the intern must complete throughout the internship. It's better to know about these expectations ahead of time, so you can work them into the intern's workplan (See Step 6).

- a. *For example:* The university may require students to schedule a monthly conference call with their supervisor and the College Career Center representative, allowing all three parties to discuss the student's progress and outcomes.



2) Find someone who is interested in mentoring.

Your intern may need an introduction into the “working world” in general and a mentor can show them around, or guide them through office tasks such as printing, sending mail, or finding extra pens. Identify someone in the office who will fulfill this role. Don't assume that the intern knows your office protocols. Have the mentor share communication guidelines, email formats, and/or phone greeting expectations with your intern.

3) Set up your intern's workspace, email, payroll, paperwork, etc.

If possible, integrate your intern within the rest of the procurement team. Even hallway conversations can add learning and engagement opportunities which will help your intern during their time in your office.

4) Plan for their arrival.

Assist in arranging any flights, pick-ups or lodging to make their transition as easy as possible.

5) Maintain communication leading up to their arrival.

Have weekly or bi-weekly check-in calls to answer questions, provide information and ask questions. Make sure that they know what to expect on their first day.

6) Begin a workplan for them to follow.

Their employment may be short term, but they can still produce long-term deliverables or help to complete projects that would increase process, workflow and efficiency. This will also help your intern during their goal-setting process.



7) Design an orientation “day” or “program.”

Use the orientation template on the next page.

8) Administer:

Onboarding

Ramp-up time and onboarding should be focused on the internship goals and objectives rather than trying to teach the entirety of information that a full-time employee would need. While learning about the overall deliverables of each position and areas of responsibility may be beneficial from an educational perspective, specificity into daily execution of all positions may not be practical. A clear picture of the goals and set learning objectives for each internship can serve as a guide to the critical onboarding elements needed for the intern to successfully execute the assigned work.

Team Inclusion

It is important to include a social element to the onboarding process to create a feeling of collaboration between the intern and the rest of the procurement team. If interns are not local, community engagement and socialization may also be needed outside the office. Some cities have groups for interns from various private and public internships. State facilitated internship programs may also offer opportunities for interns to socialize with one another.



Experience

Providing a robust and educational internship experience is key to achieving success. Interns should have an opportunity to engage in meaningful work that impacts the agency. While some administrative tasks may be necessary, internships that focus solely on these tasks are often not successful. Access to key staff and management during the internship can provide many opportunities for learning.

Feedback

Your intern is there to learn and it’s helpful to provide feedback on their performance regularly throughout the internship. Remember that feedback is a two-way street. Make sure that you are also asking the intern how they believe they are doing, about challenges they are facing, and how the internship is going overall. If your intern brings up a challenge, see what can be done to assist them in finding a solution. Another good tactic is to ask your intern for any process improvements that they may see in your agency. A fresh perspective may help you identify weak areas or ways of improving.

9) Evaluate

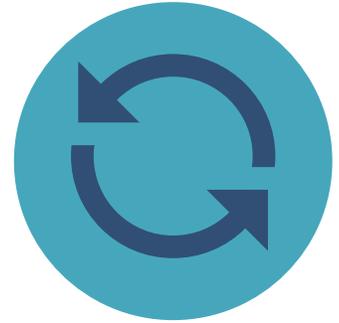
Most internship programs will conduct an evaluation of the intern. For some interns, this is required to earn credit. Evaluations should directly link to the goals and learning objectives in the intern’s work plan. Include praise when earned and identify areas where the intern is successful. Provide feedback on key areas that helped your organization and why.

You should also ask the intern and/or institution to evaluate your program. This type of feedback is valuable in creating a robust internship program that meets the needs of the student, institution and your agency.

10) Share.

Encourage your intern to share their experience. Some internships will require a paper, presentation or project related to the internship experience. If possible, give the intern the opportunity to share this work not only with their institution, but with the procurement team, other agencies and management. Share with your peers! NASPO encourages members to share internship experiences and best practices.

Interns will share their experiences and negative experiences can reduce attraction rates for future interns. Positive experiences can also create interest in permanent jobs. Used thoughtfully, internships can generate a pipeline for emerging talent and build the procurement workforce of the future.



11) Post Internship:

While it is advantageous to offer a job to successful interns following an internship, this is not always possible. Stay in contact with your intern, especially if they would be a good fit for a future internship or job position. Provide your contact information and encourage them to reach out with any questions they have. Schedule regular check-in calls to get progress updates, share information and further build the relationship. If permissible, write a letter of recommendation or offer to serve as a reference for future employment.

Planning Template

INTERN CONTACT INFO:

EMAIL _____ PHONE _____

NOTES

INTERN'S COLLEGE CAREER CENTER CONTACT INFO:

EMAIL _____ PHONE _____

NOTES

POSSIBLE MENTORS:

1. _____
2. _____
3. _____

OPEN WORKPLACE IN THE OFFICE:

INTERN TRAVEL/LODGING: ARRIVAL INFO

FLIGHT # _____

HOTEL NAME AND RESERVATION # _____

OTHER INFORMATION _____

POSSIBLE WORKPLAN

WHAT ON GOING PROJECTS CAN THE INTERN CONTRIBUTE TO?

ANY UPCOMING PROJECTS?

Orientation Guideline: Day One

A) Introductions

- Introduce your intern to the staff.
- Show them around! (Kitchen, copy room, favorite “quiet” spot, etc.)
- Show the intern their workspace (and make sure it’s ready for them).
- Allow the intern some time to get set up—email account, passwords, organize their desk, etc.

B) Handbook

- Provide your intern with learning materials so they can better understand their work. If you have a handbook, direct them to the sections that are most relevant to their duties or understanding of the position.
- Provide them with a staff directory, any policies and procedures documents, HR paperwork, etc.
- Provide them with information concerning the area around your office. Where is the best lunch spot? How often do people take breaks? What’s the acceptable time allotment for lunch or coffee breaks and what’s the procedure?



C) Assign a Mentor

- Be sure your intern has someone to go to with all questions. They will likely be overwhelmed and forget where the bathroom is or how to work the copier. Assign them a mentor who is okay with a few interruptions and teaching moments.

D) Keep Them Busy

- Assign them small tasks to start out. Most interns want to be put to work but don’t overwhelm them! Go over their first assignment, the expectations, and who they should report to throughout the project. Provide project background such as who is involved, what are the goals/objectives of the project, when the project deliverables are due and why the project is relevant to your organization.



E) Check In

- Check in with your intern throughout the day and make sure someone takes them to lunch so they feel welcome.
- Check in with your intern before it is time for them to leave. Let them know the first day has come to an end, and it’s okay for them to leave. Provide any suggestions or information about the next day.

Sample Learning Outcomes and Goals Template

At the end of the internship, the intern should achieve the following expected outcomes:

1. Understand the State Procurement Office's duties, organization, policies and procurement practices.
2. Understand the current and emerging issues, trends, and legislative changes in public procurement.
3. Apply skills such as analytical thinking and project and/or time management.
4. Apply knowledge from courses to real-world issues and projects.
5. Identify and improve upon self-identified areas requiring personal or professional growth.
6. Feel more confident and prepared for a professional position in public procurement.

To ensure your intern achieves these learning outcomes, the intern and supervisor should work together to identify the goals to accomplish throughout the internship. For example, to achieve Expected Outcome 2, the intern and supervisor could set a goal for the intern to spend two hours per week researching procurement blogs, news and legislative trends.

Goals should be limited to two-to-three achievable goals with one to two learning outcomes for each goal.

INTERN IDENTIFIED GOALS

INTERN NAME

DATE

SITE

NAME OF SUPERVISOR

INTERN SIGNATURE

Instructions: To be completed by the intern and supervisor at the beginning of the internship experience. Draft two or three professional development goals based on the areas that will be used to evaluate the intern's performance. The goals should be measurable, observable, achievable and reflect areas for growth.

GOAL ONE: (INSERT GOAL)

1.	
2.	

GOAL TWO: (INSERT GOAL)

1.	
2.	

GOAL THREE: (INSERT GOAL)

1.	
2.	

TOTALS					

INTERN SIGNATURE

DATE

SUPERVISOR SIGNATURE

DATE

Intern FAQ Template

Interns may be hesitant to ask questions. The following responses can be customized for your workplace to help your interns understand office norms and feel comfortable with your expectations.

1. What are my hours?

- a. You are expected to be here during the hours of _____ and _____ Monday through Thursday.
- b. You can take up to 60 minutes for lunch and take breaks when you need them throughout the day.

2. Who do I contact when. . . ?

- a. I need to request time off? Supervisor, HR _____
- b. I have questions about my paycheck or benefits? HR _____
- c. I have questions about my computer? IT _____
- d. I'm having issues with a co-worker? Supervisor, Mentor _____
- e. I don't know what to do? Mentor, Co-workers, Supervisor _____

3. What is the dress expectation, and does it change on certain days?

- a. You are expected to dress Business Casual.
- b. You will be informed of any changes via email.
- c. Please contact HR with any questions.

4. What should I do for lunch?

- a. Bring your own—use the fridge to store your lunch box.
- b. Eat with co-workers—go out to lunch or eat your lunch in the breakroom with others.
- c. Explore—we have plenty of restaurants within walking distance and encourage you to explore your surroundings.

5. What is the cellphone policy?

- a. You can have your cellphone, but only to the degree that it does not interrupt your work. If you need to take a personal call, step into the hallway so as not to interrupt others' work.

6. What is the social media policy?

- a. Please refrain from posting about your internship and our organization on social media.
- b. Please do not spend time on social media during work hours.

7. Do we have events outside of the office?

- a. We do not have organization-sanctioned events other than _____. However, you are free to interact with co-workers outside of the office.

8. How often should I check in with my supervisor?

- a. You should check in with your supervisor at least once a week. Schedule a reoccurring meeting with your supervisor on your first day.

9. What if I'm bored?

- a. Ask co-workers if they need help on any projects.
- b. Read the provided learning materials.
- c. Ask your supervisor for something to do!

10. What if I'm overwhelmed?

- a. Talk to your mentor to ensure you're understanding the project expectations correctly.
- b. Talk to your supervisor to re-evaluate expectations or talk about your workload.

11. When does my internship end and what happens when it's over?

- a. Your internship ends on _____.
- b. When your internship is over, you will complete an evaluation process with your supervisor. Your supervisor will be able to discuss next steps with you. Once you have completed your internship, you are encouraged to apply for any open positions.

12. What happens if I break a rule or mess up on a project?

- a. Don't worry. Everyone makes mistakes and although you may be corrected, interpret it as constructive criticism. Your supervisor may inform you of a mistake, but this is a learning opportunity for you, and you should not feel as though you are in trouble.
- b. In an extreme circumstance, you may have a meeting with HR to discuss your understanding of company policies.

Intern Midterm Evaluation Template

These are survey templates that NASPO administers and are also available online. Use these to guide the assessment of your internship program.

Find the online version of the Intern Midterm Evaluation here: <https://www.surveymonkey.com/r/8VF2SC9>

INTERN MIDTERM EVALUATION TEMPLATE

This is a reflection activity and not for a grade. You are encouraged to be honest and discuss this evaluation with your supervisor, as well as your college career center or educational representative. You will not turn this in to your supervisor, but may be required to submit this to your school representative.

NAME

COLLEGE/UNIVERSITY

INTERNSHIP STATE

INTERNSHIP YEAR

JOB TITLE

DATE

DEPARTMENT

SUPERVISOR

REVIEW PERIOD

INSTRUCTIONS TO INTERN: Please reflect on what you have learned so far in your role as an intern. In reviewing the objectives and goals you set on your first day, how far have you come? How accurately do these goals align with your position? What do you enjoy the most about your internship and what areas would you prefer to improve? What is something you would like to learn or accomplish before your internship ends? (*A page and a half minimum, informal.*)

Final Evaluation—Intern Version Template

Find the online version of the Final Intern Evaluation here: <https://www.surveymonkey.com/r/LPPSPKT>

Intern Information

NAME _____

COLLEGE/UNIVERSITY _____

JOB TITLE _____ DATE _____

DEPARTMENT _____ SUPERVISOR _____

REVIEW PERIOD _____

RATINGS

	1= STRONGLY AGREE	2= AGREE	3= NEUTRAL	4= DISAGREE	5= STRONGLY DISAGREE
The orientation to the organization at the start of the internship was sufficient.	<input type="checkbox"/>				
<i>Comments</i>					
I received thorough information on the job duties and expectations at the start of my internship.	<input type="checkbox"/>				
<i>Comments</i>					
A supervisor was assigned to oversee my work.	<input type="checkbox"/>				
<i>Comments</i>					
My supervisor was available to answer questions throughout my internship.	<input type="checkbox"/>				
<i>Comments</i>					
The overall quality of supervision was sufficient.	<input type="checkbox"/>				
<i>Comments</i>					
The internship was challenging.	<input type="checkbox"/>				
<i>Comments</i>					
The internship helped me learn practical skills for my future career.	<input type="checkbox"/>				
<i>Comments</i>					
My Supply Chain Management classes prepared me for this internship.	<input type="checkbox"/>				
<i>Comments</i>					
This internship helped me connect my Supply Chain Management classwork to public sector work.	<input type="checkbox"/>				
<i>Comments</i>					

The work climate was positive and productive.	<input type="checkbox"/>				
<i>Comments</i>					
I made contacts with employees in this organization that will be useful to me in the future.	<input type="checkbox"/>				
<i>Comments</i>					
I would recommend this internship to another student.	<input type="checkbox"/>				
<i>Comments</i>					
The projects I was assigned to work on were meaningful.	<input type="checkbox"/>				
<i>Comments</i>					
My perception of the public sector changed after interning with the state. (Please explain using the comment box below.)	<input type="checkbox"/>				
<i>Comments</i>					
How did this internship help you grow in terms of knowledge and experience?					
<i>Comments</i>					
What previous classes or experiences were most useful throughout your internship?					
<i>Comments</i>					
What advice would you give future interns?					
<i>Comments</i>					
What surprised you the most about your internship experience?					
<i>Comments</i>					
Would you consider working for this organization in the future? Why or why not?					
<i>Comments</i>					
Please include any other comments or information you feel would be helpful.					
<i>Comments</i>					

VERIFICATION OF REVIEW

By signing this form, you confirm that you have discussed this review in detail with your supervisor. Signing this form does not necessarily indicate that you agree with this evaluation.

INTERN SIGNATURE

DATE

SUPERVISOR SIGNATURE

DATE

Final Evaluation—Supervisor Version Template

Find the online version of the Final Supervisor Evaluation here: <https://www.surveymonkey.com/r/LHY27QJ>

EMPLOYEE INFORMATION

SUPERVISOR NAME

INTERNSHIP STATE

INTERN NAME

INTERN JOB TITLE

DEPARTMENT

REVIEW PERIOD

DATE

RATINGS

	1= STRONGLY AGREE	2= AGREE	3= NEUTRAL	4= DISAGREE	5= STRONGLY DISAGREE
Intern was prepared for this internship.	<input type="checkbox"/>				
<i>Comments</i>					
Intern fit well into the office culture.	<input type="checkbox"/>				
<i>Comments</i>					
Intern completed projects to a satisfactory level.	<input type="checkbox"/>				
<i>Comments</i>					
Intern worked collaboratively with others.	<input type="checkbox"/>				
<i>Comments</i>					
Intern responded well to instruction from supervisor.	<input type="checkbox"/>				
<i>Comments</i>					
Intern responded well to criticism from supervisor.	<input type="checkbox"/>				
<i>Comments</i>					
Intern prioritized projects well.	<input type="checkbox"/>				
<i>Comments</i>					
Intern managed their time well.	<input type="checkbox"/>				
<i>Comments</i>					

Intern applied knowledge from previous classes to their work during the internship.	<input type="checkbox"/>				
<i>Comments</i>					
Intern was reliable.	<input type="checkbox"/>				
<i>Comments</i>					
I believe this intern will succeed in my industry.	<input type="checkbox"/>				
<i>Comments</i>					
I would hire this intern as an employee (if an appropriate position were open).	<input type="checkbox"/>				
<i>Comments</i>					
What were the intern's strengths?					
<i>Comments</i>					
What were the intern's weaknesses?					
<i>Comments</i>					
How did the intern respond to adversity/criticism?					
<i>Comments</i>					
What advice would you give this intern?					
<i>Comments</i>					
Please include any other comments or information you feel would be helpful.					
<i>Comments</i>					

VERIFICATION OF REVIEW

By signing this form, you confirm that you have discussed this review in detail with your intern. Signing this form does not necessarily indicate that you agree with this evaluation.

INTERN SIGNATURE

DATE

SUPERVISOR SIGNATURE

DATE