

# Internship

## Employer Guidelines

**School of Natural Resources Management**

Pennsylvania College of Technology

One College Avenue

Williamsport, PA 17701

(570) 320-8038

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**Pennsylvania College  
of Technology**

PENNS<sup>T</sup>ATE



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## Sample Forms and Related Documents

- Internship Training Agreement
- Midterm Evaluation of Internship
- Employer Evaluation of Intern

# Internship Employer Guidelines

*(effective August 2007)*

## INTRODUCTION

Internships work! In an internship experience, the student pays tuition and receives college credit for the designated course. The employer must agree to an internship placement, by signing an Internship Training Agreement that outlines learning objectives to be accomplished by the end of a specified period, usually a school semester or summer session.

Internships are structured work-based learning educational strategies. The goal of an internship is to integrate classroom studies with learning through productive work experiences in a field related to the student's academic and career goals. This partnership of student, employer, and educational institution benefits all partners.

Internship experiences aim to bridge the gap from school to work and provide a meaningful learning experience for the student. In addition, the student receives guidance related to job search activities, work attitudes, and assistance with issues during the employment. The student gains industry-specific skills as well as increased feelings of productivity and self-worth. It is the opportunity to "get connected" in the field, which can lead to permanent employment. Employers are increasingly requiring applicants to have work experience in their fields before permanent employment is offered. Students with internship experience have an advantage in the hiring process.

Internships may be either a required or an elective course for students enrolled in any of the programs offered by the academic school. **The internship requires a minimum of 240 and up to approximately 400 hours of work**, depending on the academic program requirements, **during the semester or summer.**

## WHY DO EMPLOYERS PARTICIPATE IN INTERNSHIPS?

Employers of internship students have noted the following advantages:

- Highly motivated trainee-level (or more advanced, depending on the student) talent whose productivity often exceeds expectations, and who often provide useful suggestions for improving your work processes.
- Generally, these students more than earn the compensation they are provided.
- Students provide temporary help during a busy time.
- Students are useful for completing special projects.
- Opportunity to observe a student's performance before possibly making a commitment to full-time employment.
- Reduces some of the expense of recruiting, training, and orienting new personnel.
- Enhances company relations with colleges and students.

In addition, a national survey of employers who have hired former internship students indicated that:

- The work performance level of these students is higher than for other recent college graduates.
- Internship students advance more rapidly on the job and are more frequently promoted to supervisory positions.
- Internship students are more flexible in assuming work responsibilities.
- Internship students are more easily recruited at considerably lower cost and have the tendency to remain with the employer for a longer period of time.

## **HOW DOES AN EMPLOYER BECOME INVOLVED?**

Most employers become involved with the internship program in one or more of the following ways:

1. Pennsylvania College of Technology solicits the participation of an employer.
2. An employer, recognizing the benefits, requests to be considered for participation.
3. A student requests that a particular employer be considered for participation.

## **WHAT QUALIFICATIONS MUST AN EMPLOYER MEET?**

The employer must understand and be committed to the concept of internship education. Those who can provide internship positions that meet the following qualifications are encouraged to participate in the program.

1. The job must provide educational experiences in an area directly related to the student's course of study or career goals, as determined by the College in conjunction with the employer.
2. The job must provide learning meaningful and challenging experiences for the student.
3. The job should be relatively secure in order to provide the minimum internship hours required by the academic program.
4. The employer will cooperate with Penn College and the student in jointly developing specific learning objectives for the internship period.
5. The employer will enter into an Internship Training Agreement with Penn College and the student; the agreement will represent the contractual relationship governing the parties.
6. During and at the conclusion of the work experience, the employer agrees to assist the College in evaluating the student's performance and progress toward meeting specified learning objectives.
7. The employer must practice and sign a statement agreeing to equal employment opportunities, and must provide a safe and secure work environment for the student.
8. Students performing internships are required to maintain a log of their hours and the tasks they performed during those hours. The employer should assist the student as required in preparing and maintaining the log.

## DEFINITIONS/FUNCTIONS

### ***Student/Employee***

A student/employee is currently enrolled at Pennsylvania College of Technology and has completed certain prerequisites, within his/her program and/or department. He or she has applied for an internship within an academic school and has entered into an Internship Training Agreement. The student should be considered an employee subject to same rules and regulations as other employees and will be expected to conform to company policies and procedures.

### ***Employer***

An organization that hires a student, executes the Internship Training Agreement, and agrees to the guidelines provided herein. The employer should provide appropriate notification to the student/employee of rules and regulations, working conditions, and company policies and procedures, as with any new hire.

### ***College***

Pennsylvania College of Technology provides educational credits for training. The Internship Coordinator for the particular department from which the internship emanates will work with the employer and student to determine learning objectives and will monitor the program. The Internship Coordinator coordinates activities of participating students, maintains records, and will be the point of contact for employers with problems and/or questions.

### ***Internship Coordinator***

There will be a faculty member in the department in which the student is enrolled or has selected an internship, who will approve the Learning Objectives set forth in the Internship Training Agreement and will supervise the student's internship work experience. The Internship Coordinator will serve as the College contact for the student's work supervisor and will issue a grade for the student, taking into consideration input received from the employer.

### ***Training Agreement***

Document signed by all parties to outline the nature of the job and the anticipated learning experience.

### ***Learning Objectives***

Describe job tasks in terms of learning experiences anticipated to take place on the job. The objectives are developed by student, employer, and the Internship Coordinator. A job description can serve as all or part of the learning objectives. *See Appendix B for a list of Minimum Learning Objectives by Major.*

### ***Job Site Visit***

The Internship Coordinator may visit the employer to determine suitability of site, review learning objectives, and execute the Training Agreement. A second visit may be made mid-point to review student progress. If the Internship Coordinator is unable to make an on-site visit, the mid-point review will be conducted via a telephone interview. A final visit or telephone call is made at the conclusion of the internship to evaluate student performance. It is important that the student and job supervisor be available during the visits and/or telephone contacts and every effort made to accommodate their schedules. Supervisors are always free to contact the Internship Coordinator at any time to discuss the student's progress or other issues which may arise relating to the work experience.

### ***Evaluations***

Employers are asked to assess whether each Learning Objective has been met. This information will be used by the Internship Coordinator, along with student's Activities Log and Narrative Report, to determine the grade. The employer should be accurate and fair in assessing whether the student has met the learning objectives.

## **ON-THE-JOB CONCERNS**

- Students are required to notify both the employer and the Internship Coordinator if a prolonged absence from the job is necessary. Short term (1 to 2 days) absences should be dealt with according to employer policy; however, for excessive or extended absences, the employer is asked to call the Internship Coordinator or if unavailable call the school office at **(570) 320-8038** as soon as possible. Often an intervention may be able to address the problem or issue and alternatives can be offered.
- In some cases, termination of employment may be necessary. This may be initiated by the employer or the student and may be for a variety of reasons from incompatibility to a lack of adequate work. Pennsylvania College of Technology requests that the employer notify the Internship Coordinator or if unavailable call the school office at **(570) 320-8038** as soon as possible if termination arises. This will allow an attempt to resolve the issues through faculty intervention and assist the student. Timely notification is important. **Please keep in mind potential financial repercussions (a loss in credit load can affect student loan status) to the student if an internship is terminated before completion.**
- Students need supervision and feedback, both positive and negative, from their job supervisors. This enhances the employment experience. Other benefits include:
  - The employer will learn of any problems being experienced by the student which may adversely affect learning and/or productivity.
  - The student feels part of the employer's organization, and that his or her work is contributing to its success.

- The employer will be given the opportunity to point out any shortcomings that may be evident in the student's work habits or skill level and to offer constructive criticism when warranted.

## **WAGES, SALARIES, AND STIPENDS FOR INTERNS**

Financially compensating an intern is a tradition based on the very sound principle that learning by doing is more effective than learning by observation. Compensation greatly enhances the likelihood that the internship student will be assigned meaningful and productive tasks. In short, a paid intern becomes a worker, not a watcher. Pennsylvania College of Technology students bring definitive and valuable skills to their jobs and become productive quickly. Generally, we strongly suggest that they be paid at a rate equal to that of other employees performing similar tasks at the same level of productivity.

## **OTHER INFORMATION**

These "Internship Employer Guidelines" are intended as a general introduction to the internship program. Hopefully, they will serve to answer most employer questions. A key factor in the success of internships is built-in flexibility, which allows custom tailoring to meet the needs of individual students and employers.

Welcome! Best wishes for a long and productive association with the Pennsylvania College of Technology and the School of Natural Resources Management.

If you have further questions, please contact the Internship Supervisor or the school office:

School of Natural Resources Management, DIF #165  
Pennsylvania College of Technology  
One College Avenue  
Williamsport, PA 17701

(570) 320-8038

## **Appendix A: Sample Forms and Related Documents**

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Intern \_\_\_\_\_ Program \_\_\_\_\_ Date \_\_\_\_\_  
(please print)

Employer/Supervisor \_\_\_\_\_  
(please print)

Address \_\_\_\_\_ City/State/Zip \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_ E-mail \_\_\_\_\_

Intern's immediate supervisor \_\_\_\_\_ Work period \_\_\_\_\_ to \_\_\_\_\_  
(please print)

Hours per week \_\_\_\_\_ Rate per hour \_\_\_\_\_

Please read the below *RESPONSIBILITIES* prior to signing the Training Agreement

**Student:** Adhere to all employer policies and *Student Responsibilities* booklet; make every effort to complete Learning Objectives during work period; notify employer and Internship Coordinator of any illness or emergency that interferes with completion of program; and contact Internship Coordinator prior to terminating program/placement.

**Employer:** Provide varied work experience and training opportunities as described below under Learning Objectives and in the *Employer Guidelines* booklet; and assist the College in evaluating the performance of the student; provide a safe and healthful working environment and meet with student and College representative as needed; provide the number of work hours needed per credit. **Please contact the Internship Coordinator if you have any questions or concerns.**

**College:** Provide the student with instruction in job related skills prior to placement; meet with the employer to review the Learning Objectives; periodically visit the student at the Internship site where geographic location permits; grant credit for completion of successful work period.

Employer/Supervisor \_\_\_\_\_ Student \_\_\_\_\_  
(signature) (signature)

College Representative/Internship Coordinator \_\_\_\_\_  
(signature)

### **Affirmative Action Statement**

\_\_\_\_\_ hereby affirms it is an equal opportunity employer, offering employment without  
(name of organization)  
regard to race, color, religion, sex, national origin or age and provides Equal Employment Opportunity to  
handicapped individuals, disabled veterans, and veterans of the Vietnam era.

Name \_\_\_\_\_ Title \_\_\_\_\_ Date \_\_\_\_\_  
(signature)

**\*This original signed agreement is to be returned to the school office.**



Student \_\_\_\_\_ Date \_\_\_\_\_

Employer or Institution \_\_\_\_\_

Address \_\_\_\_\_

Person Contacted \_\_\_\_\_

**RATING** (Internship Coordinator assesses student's performance from interview with employer and student. Any deficient areas should be noted with recommendations/interventions for correction.)

| Assessment                  | Superior | Satisfactory | Needs Improvement |
|-----------------------------|----------|--------------|-------------------|
| Attendance                  |          |              |                   |
| Punctuality                 |          |              |                   |
| Appearance                  |          |              |                   |
| Attitude                    |          |              |                   |
| Quality of Work             |          |              |                   |
| Meeting Learning Objectives |          |              |                   |
| Interpersonal Skills        |          |              |                   |
| Sense of Responsibility     |          |              |                   |
| Overall Performance         |          |              |                   |
| Maintaining Log             |          |              |                   |

SAMPLE

**COMMENTS:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Internship Coordinator

\_\_\_\_\_  
Signature

Student name \_\_\_\_\_ Date \_\_\_\_\_

Employer \_\_\_\_\_

Instructions to supervisor: Please check the appropriate category and comment on any "Needs improvement" ratings.

I. APPEARANCE

- \_\_\_\_\_ Always appropriate to environment
- \_\_\_\_\_ Acceptable
- \_\_\_\_\_ Needs improvement (*please explain*)

II. ATTENDANCE

- \_\_\_\_\_ Excellent
- \_\_\_\_\_ Satisfactory
- \_\_\_\_\_ Needs improvement (*please explain*)

III. PUNCTUALITY

- \_\_\_\_\_ Excellent
- \_\_\_\_\_ Satisfactory
- \_\_\_\_\_ Needs improvement (*please explain*)

IV. DEPENDABILITY

- \_\_\_\_\_ Exceptional
- \_\_\_\_\_ Satisfactory
- \_\_\_\_\_ Needs improvement (*please explain*)

V. JUDGMENT

- \_\_\_\_\_ Demonstrates good judgment
- \_\_\_\_\_ Satisfactory
- \_\_\_\_\_ Needs improvement (*please explain*)

VI. INITIATIVE

- \_\_\_\_\_ Seeks out work to be done
- \_\_\_\_\_ Satisfactory
- \_\_\_\_\_ Needs improvement (*please explain*)

VII. WORK PERFORMANCE

- \_\_\_\_\_ Excellent
- \_\_\_\_\_ Satisfactory
- \_\_\_\_\_ Needs improvement (*please explain*)

VIII. COOPERATION

- \_\_\_\_\_ Works exceptionally well with others
- \_\_\_\_\_ Satisfactory
- \_\_\_\_\_ Needs improvement (*please explain*)

IX. CUSTOMER OR CLIENT RELATIONS (*if applicable*)

- \_\_\_\_\_ Excellent with customers/clients
- \_\_\_\_\_ Satisfactory
- \_\_\_\_\_ Needs improvement (*please explain*)

X. INTEREST IN WORK

- \_\_\_\_\_ Enthusiastic
- \_\_\_\_\_ Interested
- \_\_\_\_\_ Lacks interest

XI. TECHNICAL KNOWLEDGE AND SKILL LEVEL

- \_\_\_\_\_ Highly competent
- \_\_\_\_\_ Satisfactory
- \_\_\_\_\_ Needs improvement (*please explain*)

XII. OVERALL RATING

- \_\_\_\_\_ Excellent
- \_\_\_\_\_ Satisfactory
- \_\_\_\_\_ Needs improvement (*please explain*)

Would you consider this student for another internship? Yes \_\_\_\_\_ No \_\_\_\_\_

Would you consider this student for full-time permanent employment? Yes \_\_\_\_\_ No \_\_\_\_\_

Would you consider another intern? Yes \_\_\_\_\_ No \_\_\_\_\_

COMMENTS ON PROGRESS IN ACHIEVING LEARNING OBJECTIVES: \_\_\_\_\_

\_\_\_\_\_

PERSON COMPLETING REPORT \_\_\_\_\_ DATE \_\_\_\_\_

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**School of Natural Resources Management**

INTERNSHIP EMPLOYER GUIDELINES

## **Appendix B: Minimum Learning Objectives by Major**

### **Heavy Construction Equipment Technology: Technician Emphasis (HE)**

1. Proper cleaning procedures of equipment and components.
2. Assist technicians in component overhauls of engines, powertrains and hydraulic components.
3. Assist technicians in installation of engines, powertrains and hydraulic components.
4. Electrical repairs; to include schematic reading, troubleshooting and repair and replacement of components.
5. Field service work; assist a technician in field repairs.
6. To be exposed to parts department operations
7. Practice good customer relations and good work ethics
8. Good housekeeping practices in the shop environment.
9. Proper use of specialized tools.
10. Exposure to writing work orders/job orders.

### **Heavy Construction Equipment Technology: Caterpillar Emphasis (CH)**

1. Proper cleaning procedures of equipment and components.
2. Component overhauls; this is not limited to but could include: engines, transmissions, drive-train components, hydraulic components, electrical components, etc. Assist technicians in installation of power generator systems.
3. Electrical repairs; to include schematic reading, troubleshooting and repair and replacement of components.
4. To be exposed to programming of control modules (engine, DVRs, ect.).
5. Field service work; assist a technician in field repairs.
6. To be exposed to parts department operations
7. Practice good customer relations and good work ethics
8. Good housekeeping practices in the shop environment.
9. Proper use of specialized tools.

### **Diesel Technology: Mack Emphasis (MK)**

1. Demonstrate proper cleaning procedures of equipment and components.
2. Assist certified technician in component overhauls of engine, transmissions, and drive train components.
3. Perform air brake service and repair.
4. Perform electrical repairs; to include schematic reading, troubleshooting and repair and replacement of components.
5. Be exposed to V-Mac programming of control modules.
6. Be exposed to field service work & assist a technician in field repairs.

7. Be exposed to parts department operations
8. Practice good customer relations.
9. Perform good housekeeping practices in the shop environment.
10. Demonstrate proper use of specialized tools.
11. Practice good work ethics.

### **Electric Power Generation Technology (PG)**

1. Proper cleaning procedures of equipment and components.
2. Assist technicians in component overhauls of engine, generator and electrical / electronic components.
3. Assist technicians in installation of power generator systems.
4. Electrical repairs; to include schematic reading, troubleshooting and repair and replacement of components.
5. To be exposed to programming of control modules (engine, DVRs ect.).
6. Field service work; assist a technician in field repairs.
7. To be exposed to parts department operations
8. Practice good customer relations and good work ethics
9. Good housekeeping practices in the shop environment.
10. Proper use of specialized tools.

### **Ornamental Horticulture (OD, OH, OR)**

1. Practice safety procedures common to the industry/or a work environment.
2. Learn about expectations in the occupation of their choice through realistic work experience.
3. Test occupational career goals.
4. Develop a more mature attitude toward their academic preparation.
5. Relate classroom instruction to the occupational goals.
6. Gain technical skills that cannot be provided in the classroom or lab.
7. Operate equipment which may not be available at Pennsylvania College of Technology.
8. Acquire experiences gained through actual business/customer and employer/employee relationships.
9. Develop qualities such as professionalism and concern for colleagues and clientele with whom they are working.
10. Develop skills (e.g., a resume, interview, etc.) Related to the process of gaining employment.