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# Purpose

The City of Akron has established a paid College Internship Program to provide college students with practical work experience related to their academic major. The College Internship Program also provides the City of Akron with a potential pool of applicants for future full-time or part-time employment. Internships are offered on an ongoing basis depending upon the needs of participating departments.

# Introduction

The City of Akron (hereinafter “the City”) offers the College Internship Program (hereinafter “the Program”) to current college students and students pursuing graduate degrees who meet the minimum qualifications of the College Intern classification. The Program is an extremely valuable experience for students. It is designed to offer the student an opportunity to incorporate realistic and practical work experiences, not normally achievable in a classroom setting, into their academic programs. Accordingly, the Program blends classroom theory with real-life practice. This objective is achieved by providing a supervised work experience for the student that enhances the student’s academic expertise, proficiency in completing tasks, and problem-solving abilities. It also enables a student to gain insights into how municipal government works and the roles of employees in the overall operation. The City will gain the services of dependable, conscientious, motivated and knowledgeable students who are able to think critically, work on special projects, bring a helping hand, and a fresh perspective. Lastly, it provides contacts and networking opportunities to assist in securing possible future employment within the City which ultimately serves as a great benefit for all parties involved.

# Parties to the Internship Relationship

- **Intern:** The student who participates in and receives compensation and who may also receive academic credit for the Internship depending upon the Intern's college courses. The City only considers individuals who are enrolled in an accredited college/university as an undergraduate or who are pursuing a graduate degree from an accredited college/university.
  
- **Human Resources:** The Human Resources Department is the liaison between the Intern and each individual City Department that utilizes the Intern. Human Resources coordinates all personnel aspects such as, but not limited to, recruitment, hiring, orientation and program conclusion. Human Resources is also available to the participating department and the Intern for any other personnel-related matters while an Intern is in the Program.
  
- **Department Internship Coordinator:** Each participating department has designated a Department Internship Coordinator (hereinafter "Coordinator") who directs the on-site efforts of the Intern and provides the "real world" work environment and work experience for the Intern. The Coordinator may be the Mentor or assign a Mentor to the College Intern. The Mentor or Coordinator works with the Intern by establishing work goals, monitoring and guiding the Intern's work, providing *Evaluations* and scheduling an *Exit Interview* for the Intern with Human Resources.

# Program Overview

**A. Eligibility:** In order to be eligible to participate in the Program, the Intern must be able to legally work in the United States and demonstrate through the City's application process that he/she is enrolled in an undergraduate or graduate degree-seeking program at an accredited college/university.

**B. Program Term(s):** Internships are offered on an ongoing basis during any given calendar year depending upon the needs of each participating department. A department may choose to divide the academic year into a fall, spring or summer term and utilize three (3) different Interns during the calendar year or utilize one Intern for the entire calendar year or any variation thereof.

**C. Compensation:** All Interns will receive compensation for hours worked. Compensation is in the form of an hourly wage. All Interns work part-time hours.

**D. College Credit:** In addition to the compensation paid by the City, an Intern may participate in the Program in conjunction with an academic course for which the Intern earns academic credit. The Intern may also use the Internship as a pre-requisite to take an academic course or as part of academic course requirements.

**E. Department Work Plan:** Each participating department will establish a work plan based upon available resources and the needs of the department. This work plan must be outlined in the business case submitted with the requisition for the position.

# Requirements/Responsibilities of the Intern

Interns will be filtered by requirements requested by the hiring division. In order to be considered for participation and retention in the Program, the Intern shall adhere to the following requirements and responsibilities:

## Acceptance Requires:

- ❑ Enrollment in an accredited college or university and completion of at least 48 quarter or 32 semester hours of coursework at an accredited college or university.
- ❑ Eligibility to legally work in the United States.
- ❑ Submission of a completed on-line application and all required documents including official school transcripts and a written essay.
- ❑ Submission of a writing sample with the application.
- ❑ Meeting all requirements for the department requesting a college intern.
- ❑ Availability for an in-person panel interview.

## Participation Requires:

- ❑ Working less than 28 hours per week unless additional hours are specifically required by the participating department.
- ❑ Mandatory attendance at all orientation sessions provided by the City.
- ❑ Strict adherence to all City and department policies such as, but not limited to, attendance and work hours, conduct, work rules, computer use, and all procedures governing professional workplace behavior.
- ❑ Must participate in a *Goal Setting* session with the designated Coordinator.
- ❑ Following the department work plan and completing all assignments in a timely and satisfactory manner.

- ❑ Participation in all *Evaluation* sessions including an end of Program *Evaluation* with the designated Coordinator.
- ❑ Completion of an *Exit Interview* with a Human Resources representative.

## **Responsibilities of the Participating Departments**

Each participating department develops a work plan which contains job tasks and special projects meaningful and challenging to the Intern. The curriculum generally includes a broad spectrum of responsibilities so that the Intern gains a better understanding of the department's functions, its relationship to the overall organization in the municipality, and the organizational structure of the City government as it relates to services provided to residents, citizens and visitors. The curriculum is structured so that the Intern not only gains knowledge and experience, but also contributes to the City. A certain level of responsibility is associated with the position. A department's curriculum also includes the following:

- ❑ Meaningful and challenging entry-level duties and responsibilities to provide an authentic, well-organized and structured learning experience.
- ❑ A designated Coordinator who structures the work plan to further the Intern's academic goals and exposes the Intern to all facets of working in a municipality. The Coordinator is the Intern's point of contact during the Internship relationship.
- ❑ If the Intern is participating in the Program as part of a class or as a pre-requisite to the class, the department ensures that the Coordinator familiarizes him/herself with the elements needed to fulfill those requirements and incorporates them into the Plan.

# **Responsibilities of the Department Coordinator**

**Below is a list of specific responsibilities fulfilled by the Coordinator:**

- ❑ Initially meets with and collaborates with the Intern to develop a work plan that delineates the specific duties to be performed and responsibilities to be fulfilled by the Intern during the Internship.**
- ❑ Structures the work plan so that the Intern is able to perform the duties delineated in the plan.**
- ❑ Closely monitors the Intern's performance of assigned duties and responsibilities and provides feedback on performance through frequent personal contact with the Intern.**
- ❑ Provides the Intern adequate workspace and makes tools, equipment and supplies available that are necessary for the Intern to perform his/her assigned duties.**
- ❑ Makes a commitment to invest the necessary time and effort to teach the Intern as much as possible about the City's mission, objectives, structure, operating procedures and history.**
- ❑ When appropriate, permits the Intern to participate in meetings and workshops in order to expose him/her to problem solving and decision making processes utilized in a work environment and to provide access to networking and other professional development activities.**
- ❑ Schedules periodic reviews with the Intern to provide comments as appropriate.**
- ❑ Provides an evaluation of the Intern's performance upon completion of the Internship to include such items as, but not limited to: (1) did the Intern perform his/her assigned duties in a satisfactory and timely manner; (2) did the Intern maintain appropriate and professional standards of conduct; (3) did the Intern respect the policies and work rules of the City.**
- ❑ Completes any forms necessary for the Intern's college/university to document completion of the Program.**
- ❑ Schedules an Exit Interview for the Intern with a Human Resources representative.**

# Goal Setting

Working within the framework of the department's work plan, the Coordinator collaborates with the Intern and develops SMART (Specific, Measurable, Attainable, Realistic, and Timely) goals. The Intern is a student learning his/her way in the working world and needs the guidance of the Coordinator in this process. By working together, both parties to the Internship relationship are equally aware of the expectations. This program should inspire the Intern to set standards and to realize the self-satisfaction that comes along with setting a goal and achieving goals. Goals can be the catalyst to self-motivation so long as they are realistic. Some elements used in establishing goals are listed below:

- ❑ An opportunity for the Intern to create a vision for his/her career.
- ❑ Developing goals that are specific and ambitious. The more challenging and specific the goal, the higher level of achievement the Intern will attain.
- ❑ Goals should be realistic. The Intern is provided with necessary resources including sufficient time to complete the goals and the support and encouragement from the Coordinator and other City employee's to achieve the goals. The Intern is then responsible for following the plan.
- ❑ Inability to meet a goal is not fatal. The Coordinator makes this a teachable moment. The exercise of persistence is encouraged and the methods to overcome obstacles are provided. These are important tools to gain when working in a real-life environment.

# Evaluation

**Department:** The participating department must formally evaluate the Intern at the end of the Program Term. A participating department may also evaluate the Intern periodically as necessary. In either case, the Coordinator always provides effective and constructive feedback to the Intern during the Program. The *Department Coordinator Evaluation Form* given at the end of a Program Term is attached as Appendix B to this Program Guide.

**Intern:** The Intern shall conduct a self-evaluation. This is completed either prior to or in conjunction with the Coordinator's evaluation. The *College Student Intern Self-Evaluation Form* is attached as Appendix C to this Program Guide.

# **Exit Interview**

**At the end of the Program the Intern will meet with a representative from Human Resources to gather information from the Intern as to his/her impression of the Program. The City uses this information to assess what should be improved, changed, or remain intact. Moreover, this information is used as a tool for future Intern recruitment, retention and viability for future employment by Interns in general. It is a time to close the existing relationship, collect any City materials or equipment and make sure that any college/university paperwork that needs to be completed has been completed. We wish all those who participate in this Program great success.**

# APPENDIX A

*Follow the steps below to apply for a College Internship with the City of Akron:*

1. Carefully read this *College Student Internship Program Guide*.
2. If a position is available, click on “Apply” on the posting for College Intern.
3. The following documents are required and must be uploaded to the *City of Akron On-line Employment Application* to be considered for an Internship.
  - Writing Sample
  - Official transcript from school currently attending.
  - Departments may have separate requirements in addition to the requirements listed above.

# **APPENDIX B**

## **The City of Akron Department Coordinator Evaluation of Intern**



DANIEL HARRIGAN, MAYOR

# The City of Akron Department Coordinator Evaluation of Intern

Student Name:

Date:

Work Supervisor:

Title:

Department:

Division of Internship:

Dates of Internship: From

To

*Please evaluate your intern by indicating the frequency with which you observed the following behaviors:*

Behaviors	Consistently	Often	Rarely	N/A
Performs in a dependable manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cooperates with co-workers and supervisors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shows interest in work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Learns quickly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shows initiative	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Produces high quality work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accepts responsibility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accepts constructive criticism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Demonstrates organizational skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Uses technical knowledge and expertise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shows good judgment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Demonstrates creativity/originality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Analyzes problems effectively	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is self-reliant	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communicates well	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Writes effectively	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Has a professional attitude	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gives a professional appearance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is punctual	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Uses time effectively	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Overall performance of college intern (check one):

Excellent (95%)    Above Average (90%)    Satisfactory (80%)    Below satisfactory (70%)

Please list useful contributions made by the Intern. This may include innovative ideas, suggestions for improvement of processes, etc.

What skills or abilities could the student target for improvement? (What qualities kept the student from achieving the level of a model entry-level employee?)

How well was this internship suited to the student's abilities and interests?

Additional comments on your student or on the program:

# **APPENDIX C**

## **The City of Akron College Intern Self-Evaluation Form**



DANIEL HARRIGAN, MAYOR

## The City of Akron

### College Intern Self-Evaluation Form

Coordinator's Name:

Intern Name:

Department:

Division:

Provide an assessment of your performance during your internship in the areas indicated. Check the box "X" that best describes your level of performance. Check N/A if the question does not apply.

1 – Unsatisfactory

2 – Poor

3 – Average

4 – Good

5 - Excellent

	1	2	3	4	5	N/A
Ability to grasp relevant concepts and tasks	<input type="checkbox"/>					
Comprehension of business and management terminology	<input type="checkbox"/>					
Ability to work well with others	<input type="checkbox"/>					
Understanding of human relations	<input type="checkbox"/>					
Adequacy of computer skills	<input type="checkbox"/>					
Ability to communicate in writing	<input type="checkbox"/>					
Ability to communicate verbally	<input type="checkbox"/>					
Success in working through technical problems	<input type="checkbox"/>					
Adequacy of quantitative skills	<input type="checkbox"/>					
Adequacy of analytical skills	<input type="checkbox"/>					
Adequacy of research skills	<input type="checkbox"/>					
Adequacy of time management skills	<input type="checkbox"/>					
Grasp of ethical aspects of business issues	<input type="checkbox"/>					
Grasp of legal aspects of business issues	<input type="checkbox"/>					
Understanding of diversity issues in the workplace	<input type="checkbox"/>					

If the City had a vacant position in your field, would you apply?

Yes

No

We welcome your comments on the Internship Program. Please email any additional feedback to Kristine Rininger, Personnel Analyst III at [Krininger@akronohio.gov](mailto:Krininger@akronohio.gov).

Signature: \_\_\_\_\_ Date: \_\_\_\_\_