

A Student Guide to Internships

Definition of an Internship

Internships are pre-professional, career-related opportunities that offer students a chance to explore first hand a particular industry or professional field.

Types of Internship Programs

Local Internships

The local area encompassing Goleta, Santa Barbara, Montecito and Carpinteria offers more than 300 different internship options in government, non-profit, business and organizational settings annually. Positions are part-time averaging 10 to 15 hours per week. Some programs require a minimum commitment of two quarters given the initial training required. Most programs do not require cover letters, just a resume and most interviews are given on a first come first serve basis until the position is filled.



Summer National Internships

These offerings provide students with full-time, summer positions that are typically paid. These programs are often used by employers to recruit future full-time career employees, and are therefore, quite competitive. A cover letter and resume are mandatory. For summer research positions, recommendation letters and a short essay are often necessary.

International Internships & Work Abroad

Several study abroad programs offer an internship or field work component. Students should have the course offerings evaluated and approved by the International Advising Specialist in 1210 Cheadle Hall before leaving campus. This helps insure that the units will transfer back to UCSB. Students seeking short-term work options during the summers, or after graduation are encouraged to check out the annotated listings highlighted in the International Internship Section of the career services web page, www.career.ucsb.edu. Also, check out our reserve binders and directories in the Career Employment Area at Career Services.

Post-BA Internships

Similar to company management trainee programs, some government and/or non-profit organizations offer limited, pre-professional internship opportunities for the college graduates often referred to as fellowships. Most programs require six to twelve month fulltime commitments and provide a stipend or salary that offsets relocation and living expenses and provide some additional income. For links to sample programs please visit www.career.ucsb.edu/students/internships/postBA.html.

Types of Internship Programs

Most summer research laboratory positions have deadlines as early as February 1st. Some federal agencies (ie: Dept. of the State, CIA and FBI) require a security clearance with deadlines six months in advance. The UCSB Washington Center Academic Internship program requires that you apply two quarters in advance. You will also need recommendation letters and a short statement of purpose along with your resume and cover letter. Ideally, you should begin to explore your options during the December holiday break and early to mid-January for summer internships. Do not wait until your spring break to apply!

Preparing a Resume/Cover Letter

Pick up a free *Career Manual* for resume and cover letter samples or attend a resume writing workshop (www.career.ucsb.edu/students/workshops.html). You will find other ideas on reserve in the Career Resource Room. You can upload up to ten variations of your resume through GauchoLink and save them in PDF format to attach in an email to a prospective future employer. Be sure to specify, "Seeking an internship in..." in your objective statement.

Scheduling Internship Interviews

Call or email those employers you have prioritized as soon as possible. For best results, call early in the week in the morning. If you get voicemail or a receptionist, be explicit on who you are and why you are calling, and ask when would be a good time to call back. Be persistent and pleasant. Speak clearly and slowly. If using email, be clear and concise. Offer possible dates and times that you are available to meet regarding the internship. Check out the employer's web site and get directions in advance. Arrive early. Dress professionally. No jeans, shorts or t-shirts.

Internship Interview Questions

Be sure you bring a copy of your schedule with days and times you are available to work.

Be Prepared for the Following Questions:

- * Why are you interested in this internship?
- * How do you see yourself benefitting from this internship?
- * What have you done that relates to this industry or position?

Questions to Ask the Employer:

- * Who will I be working with?
- * What are your priorities for the intern you hire?
- * What is the next step? Will you be making a decision soon?

NOTE: Some employers offer the internship on the spot. If you're uncertain, thank them, and ask when they need to hear back from you.

Developing Your Own Internship

Not all employers list their opportunities on GauchoLink. *InternshipPrograms.com* or *Internweb.com* are just a couple of examples of other internship web sites. To find others, check out our web page under the internship section for summer national internships. Employers will also post with their local industry or professional trade association, or ask their current employees for referrals. More than 50% of summer hires are recruited through referrals. Some students are better off going directly to the employers in the location or industry they seek. For other ideas, please see out hand-out, "Developing Your Own Internship."



Intern Salaries and Perks

Most employers consider their time spent training, compensation enough and assume you are getting credit or certification when you intern with them. This is especially true for media, entertainment, government, and non-profit intern employers. Some employers are able to offer hourly salaries ranging from \$8-12 depending upon experience. Computer programming and engineering internships will generally pay between \$12-15 per hour. To help offset travel expenses, other employers offer quarterly stipends between \$350-500. In most cases, UCSB interns are able to request a letter of recommendation from their supervisors before leaving. Other perks include free attendance at special high dollar fundraisers or business lunches; exposure to important people in the industry and access to state-of-the art software products.

Projecting a Professional Image in the Workplace

Dress Appropriately: Don't make assumptions. Ask your supervisor what is expected.

Promptness and Reliability Matter: Prioritize your weekly schedule. Keep tardiness and schedule changes to a minimum. Set aside enough time to change clothes, get organized and get there on time.

Plan Ahead: Anticipate schedule changes in advance that may happen due to midterms, dead week or finals. Clarify and confirm changes along the way. Negotiate how you will make up lost hours to complete assigned projects or tasks.

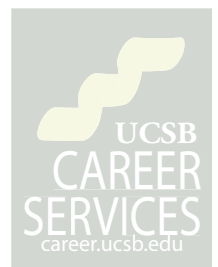
Project a Positive Attitude: Ask a lot of questions early on to show interest and enthusiasm. If you look and act eager to learn, your supervisor and coworkers will respond by spending more time explaining things to you. Look for solutions, not problems. Take initiative. Be resourceful.

Respect Organization Rules and Communication Styles: Notice procedures for answering phones; ordering supplies; handling concerns or complaints. Never assume other people are operating from your premises, your standards, your goals or communication style preference. Consider taking the MBTI Work Styles Inventory to understand differences. The cost of this assessment is \$15, you can sign up for it in the

Career Resources Room.

Seek Role Clarification and Feedback: Be sure you know what is expected in terms of outcomes and deadlines for tasks assigned. Ask for feedback along the way to insure that you are approaching your work in the most efficient and effective way. Make sure others in the office are aware of your role and function as needed. Don't be afraid to clarify requests that you believe go outside your agreed upon responsibilities.

Keep a Record of Everything You Do: Establish a folder for press releases, flyers, or other documents you have done. Consider keeping a journal or notebook. Jot down your observations, feelings and thoughts about the work you are doing. Reflect on any critical incidents that are new to you. What did you learn? What would you do differently?



Using Your Internship to Explore Your Options

Interview Your Supervisor or Co-workers: Schedule a coffee or lunch break if necessary. Find out how they ended up in this position and organization. What gets them excited? What frustrates them and why? What do they think it takes to be successful in this field? What are specific career tracks within the field? How does one break into these areas?

Read Your Professional and Trade Publications: Ask your supervisor which ones are worthwhile and if you can borrow back issues of those subscriptions. Find out if there is a local chapter that meets, and if you can tag along.

Learn What Other People Do in the Organization: Ask for referrals and permission to meet with other departments. Observe the formal and informal social environments. Who meets with whom and how often? Ask if you can sit in on staff or client meetings when available. What technology and computer software are used? Do you have access? Is there an organizational chart or operations manual that would be helpful?

Learn the Bottom Line for Your Organization: How are they funded? How much revenue needs to be generated to offset overhead and expenditures? Is an annual report, market or business plan available that you can review to get a better understanding of what is important to the organization? Who do they consider their competition? How do they distinguish themselves to their customers, clients or constituents?

Negotiation Strategies

Your internship provides a unique opportunity to practice assertive communications important for future salary or job advancement negotiations that you may need to make in jobs after graduation. Perhaps you are unhappy about how your time is being utilized or how your supervisor treats you. Perhaps you are not getting enough training and supervision to be learning what you need to know to get things done. Whatever the situation, everyone runs into some degree of conflict, disagreement, or misunderstanding at some point. Here's a tried and true process for presenting your concerns or frustrations to achieve a win/win outcome for both you and your supervisor.

Prepare Ahead: What outcome do you hope will result after your negotiation? Be sure you look at it from your supervisor or colleague's perspective as well as your own. Why does this upset me? Is it a communication style issue or an organizational one? Is it something that the person has control over? What is my motivation (i.e., revenge or constructive feedback and change)?

Timing is Everything: Ideally, concerns or conflict should be dealt with as close to the incident as possible and not when someone is racing out the door for an appointment or meeting. If possible, ask for input from the person as to a good time and place.

Use "I" Statements whenever possible: Instead of You're overbearing and inconsiderate, say When you interrupt me before I finish speaking I feel that you haven't really heard what I have to say, and that my ideas are not important to you.

Be Descriptive, Not Judgmental: Never attack the person, instead described the behavior. For instance, "Your presentation at yesterday's orientation meeting contained some incorrect and incomplete information without examples to illustrate your points," rather than, "You're a boring, incompetent presenter."

Stay Focused: Deal with one or two issues at a time to avoid confusion.

Summarize Agreements: Be sure you repeat back what you think you heard the other person telling you. Repeat back what future steps will be taken by whom and when and possibly confirm in writing.

