

Thinking of an Internship?



Messiah College Internship Center
www.messiah.edu/internship

Front Cover

“The Thinker”

Sculpture by Auguste Rodin

Rodin (1840-1917) was an eminent sculptor, famous during his time, and still famous today for such pieces as The Kiss, and The Thinker. Most of his major works are housed in the Musee Rodin in Paris, which is within walking distance of the Eiffel Tower.

THINKING OF AN INTERNSHIP?

■ EXPERIENTIAL LEARNING OPTIONS

1. Choosing Your Type of Experience

Internships, Professional Development Experiences, and Practica are experiential learning options at Messiah College. Each of these opportunities takes place within the context of a work environment. In order to determine which is best for you, review the **"Decision Tree"** below.



DECISION TREE

How many credits do you wish to earn?

Practicum	Professional Development Experience	Internship
Earn 1-3 credits Minimum 40 hours per credit for the semester or J-Term	Earn 1-3 credits Minimum 40 hours per credit for the semester or J-Term	Earn 4-12 credits (Summer 4-10) Minimum 10 hrs/wk for 12 weeks
Start by speaking with your Academic Advisor	Start by investigating the Internship website – www.messiah.edu/internship	Start by investigating the Internship website: www.messiah.edu/internship
Supervised by faculty in your department and Site Supervisor	Supervised by Internship Center Faculty and Site Supervisor	Supervised by Internship Center Faculty and Site Supervisor
Academic requirements – mutually agreed upon by faculty supervisor and student	Academic requirements – Executive Summary and other requirements	Academic requirements – learning objectives, concise papers, portfolio, and class
Covered by Messiah College's liability insurance policy	Covered by Messiah College's liability insurance policy	Covered by Messiah College's liability insurance policy
Forms available online*	Forms available online*	Forms available online*

* www.messiah.edu/internship

2. Definition of an Internship

An internship combines career-related work experience with a structured academic learning experience. Work is substantive and supports your academic and career goals. There is a supervised effort to promote critical thinking, observation and reflection, which foster your intellectual, personal and professional development. You must work a minimum of 10 hours per week for a minimum of 12 weeks, and you may earn anywhere from 4-12 credits. In the summer, you may earn anywhere from 4-10 credits. Apply online at messiah.edu/internship.

Visit the Student Information section of the Internship Center website to learn more about participation, including academic requirements: www.messiah.edu/internship

Potential Academic Credit

<u>Hours/Week</u>	<u>INTE394 / Internship & Monthly Class</u>	<u>INTE395 / Internship & Weekly Class</u>
10	<input type="checkbox"/> 4 Credits	<input type="checkbox"/> 6 Credits
15	<input type="checkbox"/> 5 Credits	<input type="checkbox"/> 7 Credits
20	<input type="checkbox"/> 6 Credits	<input type="checkbox"/> 8 Credits
25	<input type="checkbox"/> 7 Credits	<input type="checkbox"/> 9 Credits
30	<input type="checkbox"/> 8 Credits	<input type="checkbox"/> 10 Credits
35	<input type="checkbox"/> 9 Credits	<input type="checkbox"/> 11 Credits
40	<input type="checkbox"/> 10 Credits	<input type="checkbox"/> 12 Credits

3. Eligibility

- Willing to participate in a work/learning (not just work) experience
- Supported by your academic department
- Enrolled full-time at Messiah College as a junior or senior
- Able to provide your own transportation
- Responsible ambassador for Messiah to the community
- Cumulative GPA of 2.5 or above

4. Difference Between an Internship and a Job

Primary Intent:

Internship:

- * Mutually Beneficial – meet organization’s goals and your own learning objectives
- * Short-term exposure of 12 weeks or more

Job:

- * Primary emphasis is upon meeting organizational goals
- * Longer time commitment

Payoffs:

- * Career Related Experience
- * Exposure to New Ideas
- * Develop Transferable Skills
- * Professional Training
- * Focused Learning
- * Enhance your network of professional contacts

- * Primarily Income
- * Work History

■ UNDERSTANDING YOURSELF AND YOUR GOALS

1. “Why do I really want an internship?”

Your answer(s) to this question will be instrumental in...

- helping to direct your internship search
- helping you articulate your learning objectives to potential employers
- helping you to think well about your career

2. Assess Yourself To Better Direct Your Search

Personal Interests: What do you enjoy doing? What issues are you passionate about?

Academic Interests: What do you most desire to learn and/or experience?

Career or Grad School Goals: What do you see yourself doing everyday for the next few years?

Work Values: What rewards do you seek? What cause do you advocate?

Personal Abilities: What skills and abilities do you have to offer? Want to test/develop?

3. Transportation

If you do not have your own transportation, your pool of potential internships will be significantly limited. You should not rely on transportation from friends. Shuttle service may be available to and from the Harrisburg Institute.

■ EXPLORING OPPORTUNITIES

1. The Macro View - Do you have a basic awareness of the opportunities in a given profession?

Do you understand what career opportunities are available in a given field?

What competencies/skills/knowledge are most desired in a given profession?

What is the typical path taken by professionals for this field?

What issues are likely to affect the future for this profession?



To help you answer these questions:

- * Do an Information Interview(s)
- * Do research on the Career Center website
- * Review Professional Journals
- * Take career-related assessments in the Career Center
- * Investigate professional association websites at: www.weddles.com/associations

Based on this info, what internship experiences should you consider?

2. The Micro View - What internship opportunities are available?

Consider all options:

- * Look for an organization with a formal or established internship program
- * Choose a company new to internships and be their first

3. Seek & Find: Gathering Information – **See “Resources for Finding an Internship”**

- * Internship directories/guidebooks
- * Bulletin boards / Intern Tube
- * Association publications
- * Telephone book or Blue Pages on the web
- * Professional magazines/newsletters
- * Chamber of Commerce
- * messiah.edu/internship >Student section>Find an Internship

Human Resources:

On-Campus:

- * Internship Coordinator
- * Financial Aid Officers

- * Faculty
- * Current/previous interns

Off-Campus:

- * Relatives, friends, acquaintances
- * High school teachers/counselors
- * Government/community agencies
- * Community voluntary action centers
- * Trade Shows

- * Previous Employers
- * State Job Centers
- * Professional associations/chapters
- * Intern/Career Fairs
- * Church members

4. Narrowing Down the Choices

What criteria do you have for selecting an internship organization? Consider these categories:

- * Type of experience
- * Geographic location
- * Reputation
- * Willing to support an academic experience
- * Organizational mission
- * Hours per week required
- * Timing
- * Monetary compensation

After gathering information on several organizations:

- * Develop a manageable list of organizations (3-5) and prioritize it.
- * Review organizations in light of your goals and objectives.
- * Do you meet organizational requirements (age, class year, major, financial status, GPA, other)?

5. What you need to find out about the organization:

Do your research well - be sure to read the organization's website thoroughly.

Organization Information:

What is its mission? What are its goals?

Internship Availability:

Have interns been used? When available?

Job Description:

What do interns do? How are they utilized?

Requirements:

What qualifications/eligibility criteria are desired?

What clearances are needed? – **See Attachment "Clearances"**

Is the organization willing to work with your schedule?

Application Procedures:

What materials are needed? Deadlines?

Academic Credit:

Will they work with the college's academic requirements?

Compensation:

(Exercise caution when/how you ask about this.)



After reviewing the information you collected, narrow down your choices to those organizations you want to actively pursue.

■ STEPS TO SECURING AN INTERNSHIP

1. Visit the Student Information section of the Internship Center's website at:

www.messiah.edu/internship

- You will find basic information about the nature and benefits of internships, as well as application and registration forms.
- If you have further questions after visiting the site, you can schedule an appointment with an Internship Faculty Advisor. Contact the Internship Center Faculty Advisor who supervises your school or department. Phone or email the dates and times you are available, so they can schedule an appointment with you more quickly.

See "Internship Faculty"

2. Check with your academic advisor, if you have not already done so

- Make sure you still have enough elective credits available to complete an internship and room to fulfill the credits to complete your major. The college allows up to 16 credits of experiential education (Internships, PDE, Practicum)
- Find out if you need specific approval for an internship to count toward your major or minor.

3. Turn in all application materials to the Internship Center

- Fill out the online application form
- Create a resume. Be prepared to receive it back with directions for revisions.
See "Sample Resume and Guidelines"
- You cannot be accepted into the program if any application materials are missing.
- Memos are sent out through campus mail and/or emailed notifying you of your status with the program.

Locating a Site

- This may involve a number of different approaches and strategies. The best approach is one that is a team effort between us.
- While we will explore our network of contacts to see if there are opportunities that mesh with your interests, you can also talk to professors, family, and other contacts to see if they know of potential sites.
- The Internship Center website has a list of resources you can use to locate a site yourself.
- If any organization wants to know more about the program or Messiah's requirements for an internship, you can direct them to the Employer Information section of our web site at: www.messiah.edu/internship

Time and Attention

- Please bear with us as we seek to give each student fair and adequate attention.
- Because of so many factors, the timing of securing a site varies; some are confirmed as late as the second week of the Fall or Spring semester. You can still complete registration for academic credit up to that point and be able to fulfill the time requirements of the internship.

4. Contact Employers for Interviews

- Your resume will usually be referred to at least two or three sites chosen to match your academic interests and objectives.
- Memos are sent through campus mail and/or email indicating where your resumes were sent and the contact person you need to call for an interview.
- Please be responsive and prompt in following up on these referrals. If you are not contacted by the organization **within one week**, you should call them to confirm they received your resume.
- Even if you settle on a site, contact the other sites that received your resume and inform them of your decision.
- Keep your Internship Faculty updated on any progress or lack thereof.

Note: Contacts change frequently, and the Internship Center is seldom notified of them. **If you come across a name different from the contact we have given you**, please email us with the current person's name, title, phone, fax, and email. This will help other students, as well as the Internship Center staff.



Making inquiries by telephone:

* Telephone scripts (Be pleasant & direct):

(If you have a contact name)

Dial the number and confirm the name of the person listed as intern coordinator or ask to be forwarded to the appropriate person.

"Hello, My name is _____. Is _____ still the person in your office who handles the student intern program? If so, may I speak with her (or him)?"

(If you don't have a contact name)

"Hello, My name is _____. May I please speak with the person who coordinates internships in your organization?"

- Immediately try to ascertain whether this person is willing to take a few minutes to discuss the internship and answer your questions, or whether they prefer email materials to you.
- Be prepared. Some site sponsors may want to interview you right then on the phone. Be ready to briefly describe who you are, where you go to college, your goals, and why you're interested in that organization.

Always express gratitude for their time and information before you hang up.

* Typical feelings you may experience - nervousness and apprehension

* Responses: If the organization indicates they have never had interns, ask if they may be willing to explore the possibility. The Internship Center has a short manual to assist employers - "Starting And Maintaining A Quality Internship Program".

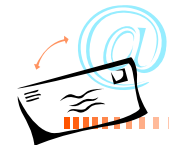
It may be found in the Employer Information section of our web pages -

www.messiah.edu/internship

Sending your credentials:

Be prepared to have some, or all, of the following ready to send/take to an interview:

- Cover letter
- Resume
- References
- Writing samples (when requested)
- Transcripts
- Other materials (Clearances or application forms required by organization)
- Portfolio of previous work samples/accomplishments



The Wait

Be prepared to wait five (5) business days for a response. If you don't hear anything in that amount of time, follow-up with a telephone call. Be polite and courteous.

- Ask if the organization has received the materials you have emailed or mailed.
- Ask where they are in the decision making process.
- Ask if they need any further information from you.
- Feel free to briefly restate why you are interested in their organization.
- Thank them for their time and for consideration of your credentials.

Interviews

Treat the internship interview with the same professional manner that you would for an entry-level job interview in that profession. Go prepared – read the organization’s website again, and review Interviewing Guidelines. **See “Interviewing Guidelines”**

5. Offers: Your Final Decision

Helping you decide:

- Which organization fits your personal learning goals/needs the best?
- Are your abilities suited to the organization?
- Is it practical? (Must you relocate? What expenses are involved? What is the time commitment?)
- Do co-workers and supervisor appear to be enthusiastic and supportive of interns?
- How much personal attention will you receive?
- How does the general work atmosphere (employee morale, dress) appeal to you?
- How much responsibility will you have?
- How well does the project/assignments relate to your career goals? Academic goals?
- Will the internship offer valuable experience?
- Is the project worthwhile? Who is going to benefit from what you do?
- Compare the possible academic benefits of each internship:
 - What can you learn?
 - What resources are available?
 - How will you know if you learned it?

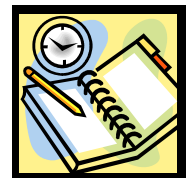
Accepting/Rejecting Offers:

- How to handle the privilege (and dilemma) of multiple offers...
- Ask for a few days to respond to their offer. This allows you to weigh the pros and cons of each offer. Never, ever say “yes” to an organization and then go back later and say “sorry, but I have accepted another internship”
- When you accept, confirm these details in writing:
 - * Job description
 - * Compensation (if any)
 - * Academic sponsor/requirements
 - * Parking
 - * Work Schedule
 - * Site Supervisor (with contact details)
 - * Insurance/liability coverage
 - * Appropriate attire

Show Appreciation by Sending a “Thank You” Note

6. Schedule Your Classes

- **The Internship Class meets on Tuesdays from 5:30-7:30 p.m. Do not schedule any other classes, or internship work hours, which may conflict with that time slot.**
- If you have not secured a site by the time of registration for the coming semester, register for classes, as if you will not have an internship. You can drop the classes later.
- Make certain you register for any required and/or elective courses that you need to take in addition to your internship.



7. Register For Credit

- Once you have secured an internship site, you need to fill out a registration form for academic credit. During the Fall and Spring semesters, registration can be completed up until the first two weeks of the semester. For Summer internships, you must be registered by June 1.
- These forms are available in the Student section of www.messiah.edu/internship

- Make sure you fill out **all** the information requested, as it is our source of information on how to contact you and your internship supervisor.

8. Take The Final Steps

- Within a few days of receiving your registration form, a confirmation letter is emailed or mailed to your supervisor.
- As soon as possible, request a job description from your supervisor and think about what learning goals/objectives you could reasonably achieve through your internship experience.
- Attend the mandatory Internship Orientation Class. Notification will go out by email and/or campus mail indicating the day, time and location of the Orientation class.

Tuition

- If you are doing an internship in the summer, make billing arrangements with the Business Office.
- The cost of credits during the summer is normally one-third of the cost during the regular academic year, but you must still pay for them.

Arrange Housing

- This becomes very important if you are undertaking a summer internship. It is your responsibility to secure housing.
- If you are considering a summer internship in the Harrisburg area, check with Messiah's Harrisburg Institute about available rooms.
- If you are considering a summer internship in Philadelphia, contact Ashley Jones, Internship Coordinator at the Philly Campus – ajones@messiah.edu – about available housing.

Health Insurance

Make sure you are sufficiently covered.

May you enjoy an excellent work/learning experience!

RESOURCES FOR FINDING AN INTERNSHIP

1. Family & Friends

- ❑ Ask them to help you come up with the top 10 organizations in your geographic area

2. Messiah's Internship Center Web Resources

- ❑ Messiah.edu/internship>Student>Find An Internship

3. Internet Search Engines

- ❑ For example: www.google.com or www.bing.com
- ❑ Type in a simple phrase such as "History Internship in Washington, DC"

4. Websites of Professional Organizations for Your Career Field

- ❑ For example: Association of Electrical Engineers (AEE) or the American Psychological Association (APA) – go to: www.weddles.com/associations

5. State Government Internships

- ❑ Go to the Civil Service section and look for internships.
- ❑ In Pennsylvania, go to:
<http://www.portal.state.pa.us/portal/server.pt/community/jobseekers/11372>

6. Federal Government Internships

- ❑ <http://www.usajobs.gov/studentjobs/>

7. Chambers of Commerce

- ❑ Use Google.com or another search engine
- ❑ Type in "Chamber of Commerce" for your area of choice. For example: "Chamber of Commerce for Richmond, VA"
- ❑ Follow the link and look for the online member directory
- ❑ Some Chambers will list members by categories such as accountants, engineering, etc.
- ❑ From there, follow the links to specific organization websites

8. Business Journal for Your Region

- ❑ Use Google.com or another search engine
- ❑ Type in "Business Journal" - for example: "Business Journal for Minneapolis, Minnesota"
- ❑ Follow the link and research the site
- ❑ Look for the Business Journal's "TopList" or "Book of Lists" Online

9. Phone Book

- ❑ Yellow Pages – many non-profit organizations are listed under the "Association" section
- ❑ Blue Pages – human service agencies, local, state and federal government agencies are listed here

When you go to an organization link, look for the section - Careers, Human Resources, or Contacts. Some organizations will list internships in their own section.

REQUIRED CLEARANCES

Students applying for an Internship or Professional Development Experience (PDE) with a significant likelihood of regular contact with children in the form of care, guidance, supervision or training must obtain FBI, Criminal, and Child Abuse History Clearances.

FBI Clearance

The Department of Public Welfare is utilizing Cogent Systems to process fingerprint-based FBI record checks. The fingerprint-based background check is a multiple step process. The Cogent Systems website www.pa.cogentid.com, allows individuals to apply online, as well as provides detailed information regarding the application process. The cost of obtaining the FBI clearance is \$33.

Criminal Record Check

There are two methods of requesting a Criminal Record Check:

1. Online Request

Using the link below to PATCH, created by the Pennsylvania State Police, a requester can apply for a criminal background check on an individual (in this case, yourself). There is a fee, but the site accepts credit cards. If there is "No Record," a certificate is returned immediately.

<https://epatch.state.pa.us/Home.jsp>

2. Mailing a Request Form

Pennsylvania State Police Criminal History Request Form (SP4-164) is available at:

<http://www.dpw.state.pa.us/findaform/childabusehistoryclearanceforms/index.htm>

One Copy is to be submitted with a money order or certified check for the amount of \$10.00 payable to Commonwealth of Pennsylvania.

Mail to:

Pennsylvania State Police Central Repository - 164
1800 Elmerton Avenue
Harrisburg, PA 17110-9758

Child Abuse History Clearance

This form can be completed digitally, but submitted by mail. Complete **only** Section I of the Pennsylvania Child Abuse History Clearance Form (CY-113) and submit it to the Department of Public Welfare. It is available at: <http://www.dpw.state.pa.us/findaform/childabusehistoryclearanceforms/index.htm>

1. Payment by Money Order

Obtain a money order in the amount of \$10.00 payable to Dept. of Public Welfare. No personal checks will be accepted. Results will be returned directly to you.

Mail to:

CHILDLINE & ABUSE REGISTRY
Dept. of Public Welfare
P.O. Box 8170
Harrisburg, PA 17105-8170

2. Payment by Walk-In Service

You may also use the Department of Public Welfare's *Walk-In* Service to obtain a temporary clearance. The walk-in address is: Harrisburg State Hospital Grounds, 557 Sycamore Drive, Harrisburg, PA 17110. Hours of operation are: 8:30 a.m. to 5:00 p.m. Monday through Friday. The office is closed between 12:00 p.m. - 1:00 p.m. daily for lunch. For more information you may call: 717-783-6211. (*A photo ID and \$10.00 money order is required.*)

BRITTANY DODGE

IMPORTANT: Provide email and phone numbers at which you can be contacted during breaks, vacation and over the summer.

Messiah College
Grantham, PA 17027
(717) 796-0000

Email: bd1147@messiah.edu / brittanyd@gmail.com

OBJECTIVE: Public Policy Internship – Spring 2012
EDUCATION:

Make it simple, yet specific. Use the word "Internship". Specify semester.

Bachelor of Arts in Politics May 2012
Messiah College, Grantham, PA
GPA: 3.5 on a 4.0 scale

Employers want to see your GPA, if above 3.0

Shorten this list first, if you need room elsewhere

Relevant Coursework:
Public Policy Economics of Social Issues
Political Research Methods International Politics

INTERNATIONAL EXPERIENCE:

Barcelona, Spain - Semester Abroad Study Spring 2010
• Lived with Spanish family while attending classes at University of Barcelona

London, England - Cross-Cultural Tour May 2011
• Shadowed MP in English Parliament

SKILLS:

Fluent in Spanish
Self-Motivated
Good Public Speaker
Microsoft Office Vista and Apple OSX
FileMaker Pro 11 database

Assess yourself well, because employers want to know what skills you offer

This area highlights work related to your objective stated above

RELATED EXPERIENCE:

Political Research Assistant Summer 2011
Senator Michael True / Harrisburg, PA

- Researched demographics of constituents using local, regional and national sources
- Assisted constituents with federal agency problems
- Communicated in Spanish when needed for interpretation

Demonstrate your skill level through experiences

WORK EXPERIENCE:

Sales Associate 8/10- Present
Old Navy Store / Camp Hill, PA

- Manage multiple tasks, including monitoring sales, ordering and stocking of product
- Provide quality customer service to approximately 45 people each day

If you have no related experience, move this section up and expand it

ACTIVITIES: Messiah College Student Senate
Volunteer, "Get Out The Vote"

RESUME GUIDELINES

- Limit your resume to one page
- Use a standard font like Calibri or Cambria. If your resume is emailed, a standard font can be viewed on most any computer, without losing formatting.
- Font size should be 10-12 pt. throughout. Some of the Microsoft Word templates use a very small font (8 or 9 pt.) for your address, phone and email. When faxed, these become very hard to read.
- Your email address should be professional (nothing like – “hotstuff@yahoo.com”)
- Work should be listed in reverse chronological order - the most recent experience is first
- Use action verbs to describe your experience – e.g., supervised, coordinated, assisted
Past tense action verbs should be used for experiences that are finished. Present tense should be used for current work.
- Quantify your experience where possible – e.g., Managed program involving over fifty people
- Use “bullets” in your format, like those on this page. They allow a person to quickly see what you have done. Do not use sentences and paragraphs.
- Margins should be no less than .75” and no greater than 1.25”
- **Guidelines for emailing your resume**
 - All of the above guidelines apply
 - Before you fill-in anything else, attach your resume as an Adobe PDF document.
 - Type in the correct email address for your contact
 - Do NOT send one email to multiple sites. You should tailor your email for one organization at a time.
 - Subject should be descriptive: “Resume - Spring Justice Internship - Lauren Bacall”
 - Body of the email serves as your cover letter; write just a couple brief paragraphs
 - Be sure to “sign” it with your full name and complete contact information at the end of the email; do not rely on the recipient to find out that information from your resume
- **Guidelines for mailing your resume or for handing it out at internship/job fairs**
 - Print your resume on white or a light, pastel-colored paper (blue or cream). It allows for good-quality photocopies to be made.
 - Use paper with a little bit of thickness and/or texture; not normal copier paper
 - For large organizations - If you really want a particular position and want to be sure your resume gets at a first look, use something like a Fed-Ex or UPS overnight, or two-day service, to send it.

EMAILING A COVER LETTER

The cover letter is often your first introduction to a prospective employer. You may either attach a cover letter composed in Microsoft Word, or, more preferably, use the body of the email for your cover letter. Keep in mind the focus of your cover letter should demonstrate:

- 1) your written communication skills
- 2) outline how your skills and experience match the employer's needs, and
- 3) express your interest and enthusiasm for the position.

Compose a new cover letter for each organization to which you are applying – one that responds specifically to the organization's needs. Do not use a generic cover letter to send to several, or many, employers. Most cover letters follow a general format, as follows, with three brief paragraphs:

Subject line of the email should be descriptive: "Resume - Spring Counseling Internship - Lauren Bacall"

Dear _____: (Do NOT use "Hey" or "Hi")

(First paragraph) Explain why you are writing and indicate the internship position for which you are applying. Tell how you heard about the position and the organization. The first paragraph should catch the attention of the reader and create interest in you as a potential candidate.

(Second paragraph) Emphasize your skills and qualifications, and demonstrate how your experience meets the requirements for the position. Do not merely repeat the information listed on your resume, but expand on the experiences that are most relevant to this particular employer. Outline the skills you will bring to the position and communicate how you think you will contribute to the organization.

(Third paragraph) Refer the reader to the documents you have attached, such as your resume, application, transcripts, etc. Close the email by asking for an opportunity to meet to discuss the internship position. Take the initiative and note that you plan to follow up with a phone call. Thank the reader for taking the time to consider your resume.

Sincerely,

First and Last Name

Phone

Email

INTERVIEWING GUIDELINES

Over the years, the Internship Center has had contact with many organizations. The men and women who host interns have stated what they look for in the interview process. If you have been in contact with an organization as a result of a referral from the Internship Center, or as a result of your own efforts, and are seeking to arrange an interview, please take note of the following.

An interview is an important step in securing a site. Be appreciative when you are invited to interview, because it means that the organization has identified something about you worth pursuing. It is also your opportunity to learn more about the potential internship.

The organization's intent is to ...

- ⊕ become acquainted with you.
- ⊕ learn more about your abilities, talents, and school experience.
- ⊕ share some of their expertise with you.
- ⊕ help you understand who they are and what they do.
- ⊕ provide you with guidance as to the particular career path in which you are interested.
- ⊕ determine if your knowledge, skills, and abilities could potentially assist their organization.

Your intent is to ...

- ⊕ become acquainted with the organization and to develop a courteous, professional relationship with your contact or supervisor.
- ⊕ become more familiar with the goals, priorities, and values of the organization.
- ⊕ understand how the organization utilizes interns.
- ⊕ present yourself as a capable and worthy student.
- ⊕ learn as much as possible about your career field of interest.

Key Thoughts to Remember

1. Voice Mail/Answering Machines

- ⊕ Organizations may try to call you in your residence hall, apartment, at home, or on your cell phone. Make sure professionalism is the hallmark of your recorded greeting(s).
- ⊕ Don't be cute; you're introducing yourself to a prospective employer.
- ⊕ Forget about music, jokes, or flippant comments.
- ⊕ You should sound mature and straightforward.
- ⊕ Write down all instructions you are given, and make sure you understand the arrangements: What is the person's name (if necessary, call back and be sure of the spelling and pronunciation)? Time of the appointment? Directions to the location?

2. Prior to the Interview

- ⊕ Investigate the organization's website – look for products and services offered, annual reports, etc.
- ⊕ Make sure you understand the arrangements: What is the interviewer's name and formal title? Time of the appointment? Directions to the location?
- ⊕ Collect your thoughts about yourself: What particular abilities and skills you can offer? Your work experience? College coursework that is relevant? Have some good reasons why you want the position (not just because it's paid). What are your goals?
- ⊕ Rehearse: It's okay to be nervous. If you are nervous, practice with a mirror, role play with a friend, or utilize the mock interviewing service of the Career Center.
- ⊕ Other Preparations: Write down questions you have for the employer. Take along another copy of your resume. If appropriate, prepare samples of previous work to take with you.

3. Day of the Interview

- ⊕ Don't risk being late; arrive 15 minutes early.
- ⊕ Don't dress in strange, tight, or very casual clothes; dress in a conservative style (women: dress or suit; men: suit and tie). If you are unsure about a particular outfit, ask the Faculty Advisors in the Internship Center.
- ⊕ Leave most of your jewelry at home, and don't overdo the makeup or perfume.
- ⊕ Be neat and well groomed.
- ⊕ Don't chew gum.

4. During the Interview

- ⊕ Make sure you treat administrative assistants with respect and dignity.
- ⊕ Be polite and proper. Establish eye contact and greet your contact by title and last name (e.g., Mr. Taylor, Ms. Pearson, or Dr. Richardson), smile, and give a firm handshake. Follow their cues.
- ⊕ Engage in polite conversation prior to the formal interview. This may help alleviate nervousness.
- ⊕ Speak well about school and employers for whom you have worked; don't complain about them.
- ⊕ Be prepared with some questions of your own. Employers want students who are thinking and actively engaged in the process.
- ⊕ Exhibit enthusiasm. Be attentive and interested.
- ⊕ Be yourself. Don't suddenly try to change your personality and character. Maintain a sense of personal integrity.
- ⊕ Maintain eye contact. Good eye contact conveys interest, trust, and respect.
- ⊕ Listen. Don't get so wrapped up in formulating your own responses that you miss what the interviewer is saying. Be attentive.
- ⊕ Be positive and don't criticize or ridicule others to make yourself look good. Keep the tone friendly and pleasant.
- ⊕ Express yourself. Speak clearly and audibly. Leave slang language at home. Be confident. Share your goals, interests, and experiences that apply. Comment on work you want to do.
- ⊕ Ask questions. Try to understand the organization. Ask how they have utilized interns in the past.
- ⊕ Say thank you. At the end of the interview, express appreciation, say the name of the interviewer, and again offer a handshake.

5. After the Interview

- ⊕ Always write a thank you note, thanking the interviewer for his/her time and mentioning how you enjoyed meeting him/her. This gives you opportunity to restate a highlight from your conversation.
- ⊕ If requested, provide grade transcripts, applications, licenses, work samples, portfolios, certificates or other items right away.
- ⊕ Be ready to wait. You'll be anxious to receive an offer, but be prepared to wait 2 or 3 weeks. There may be other candidates to interview and responsibilities to perform that will delay the hiring decision.
- ⊕ Report to the Internship Center. Feel free to tell us how it went. By doing this, you keep us abreast of interviewing trends so we can better advise future interns. We can also help you evaluate your own interview experience.
- ⊕ If you are offered an internship with them, call or write to thank them and to confirm all details such as: start date, end date, hours per week you'll be working, who your supervisor will be and their title (if you don't already know).
- ⊕ If you are not accepted for a position, tactfully ask what kept you from being the strongest candidate; pay attention, because constructive criticism may help you in the future.

Questions to Expect From the Employer

1. What are your long range career objectives?
2. How do you plan to achieve your career goals?
3. What are the most important rewards you expect in your career?
4. Why did you choose the career for which you are preparing?
5. Why do you want this job? internship?
6. Why should I hire you?
7. What do you consider to be your strengths? weaknesses?
8. How would you describe yourself?
9. What motivates you to put forth your greatest effort?
10. How has your college experience prepared you thus far?
11. What does success mean to you?
12. In what ways do you think you can contribute to this organization?
13. What achievements have given you the most satisfaction?
14. Do you work well under pressure?
15. Tell me about yourself.
16. How do you spend your leisure time?
17. What jobs have you held previously? What responsibilities did you have?
18. How did you like your previous job(s)? How did you benefit from it?
19. What are the characteristics of an ideal job for you?
20. Do you prefer to work with data, machines, people, or ideas?
21. Describe a situation where you worked through a challenge or solved a problem.
22. Describe a time when you worked as part of a team to accomplish a goal.

Questions You Might Want to Ask the Employer

1. How would you describe the mission of your organization?
2. What would my tasks and responsibilities be?
3. Is there a position description for the internship I am interested in?
4. How many hours per week would you ideally like an intern to work?
5. With whom would I work? How would I be supervised? Could I meet him/her?
6. Do you host other interns? If so, how are they utilized?
7. What kind of training or orientation do you provide?
8. Does the position require any special skills, experience, or education?
9. How does the department I would work in fit into the overall organization?
10. Do you have insurance covering interns? If so, how extensive is it?
11. Are there any special roles I should know about?
12. What is the general role and status of interns at the work site? How can I expect to be received?
13. How would my performance be evaluated?
14. Is there any type of compensation involved?
15. Are you willing to work with Messiah's Internship Center in this internship arrangement?
16. Do I need to fill out an application or provide you with any other documentation? If so, when are they due?

Questions You Should Ask Yourself

1. How well does this position relate to my career goals and academic background? Can I benefit from it?
2. Are my abilities suited to this organization?
3. Considering expenses, time commitment and responsibilities, is it practical?
4. Were the people there supportive and enthusiastic toward me and interns in general?
5. Does the work atmosphere appeal to me?

**INTERNSHIP FACULTY
SUPERVISION BY SCHOOL AND DEPARTMENT**

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