

ORIENTING AND TRAINING UCOP STUDENT INTERNS

Many students are unfamiliar with the activities, environment and objectives of business and industry. A thorough orientation and training can greatly help in these areas.

The sooner your student interns understand what your organization does and how it operates, the sooner they can assume assigned responsibilities and become productive. You can help this process by providing the following kinds of information about your site:

■ **Prior to the First Day**

- ✦ Set up an organized work area for the intern
- ✦ Work with Local HR to set up phone, voicemail, PC, email, and internet access and/or other resources necessary for them to accomplish the tasks you have stipulated in the internship position description
- ✦ Outline work expectations for the duration of the internship
- ✦ Prepare forms to be signed

■ **Personnel Structure**

- ✦ Overview of UC and UCOP organizational structure
- ✦ Special industry jargon and UCOP acronyms
- ✦ Specific work standards and procedures
- ✦ Reporting relationships
- ✦ Access to the supervisor (days, times, and duration)
- ✦ Tasks that can be completed without supervisory approval
- ✦ Work processing requests and timeliness
- ✦ Email, mail and telephone systems
- ✦ Approval process for correspondence sent outside of OP
- ✦ Safety regulations
- ✦ Procedure for signing off completed work
- ✦ Department specific forms or reports
- ✦ Security and confidentiality issues, if relevant
- ✦ Acceptable dress and appearance
- ✦ Maintaining the premises and work station
- ✦ Productive interactions with others at the work site
- ✦ Personnel who can answer different kinds of questions
- ✦ How the organization wants the intern to deal with clients, customers, and vendors

You can communicate this information in several ways:

- ✦ Take your interns on a tour and introduce them to the other employees
- ✦ Give your interns company materials to read such as the Link, department reports, an organization chart, or the President's newsletter
- ✦ Encourage your interns to spend break and lunchtimes in places where employees gather
- ✦ Schedule regular one-on-one meetings with them
- ✦ Give the interns opportunities to observe (or participate in) professional meetings
- ✦ Allow the interns to interview company personnel
- ✦ Encourage the interns to walk around and observe others at work

KEY POINTS

- ✦ Develop a thorough orientation and training plan to be implemented when the interns begin work, so they will learn quickly and become productive members of your team.
- ✦ Invest supervisory time to establish an important bond with interns and set a crucial tone for the internship experience.

NOTES