



# Internships at FLCC

A handbook for community members  
and employers

**FingerLakes**  
COMMUNITY COLLEGE

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## BRINGING STUDENTS AND COMMUNITY TOGETHER THROUGH APPLIED LEARNING

FLCC believes in the power of learning by doing. We are working to expand the opportunities that our students have to engage in applied learning. As a community college, FLCC has an important role in the cultural, intellectual and economic growth of the region. We actively seek out partnerships with government, nonprofits and businesses to co-create career-ready graduates.

By offering applied learning opportunities to our students we enhance their educational experience while filling the needs of community partners. This, in turn, creates a dynamic synergy between the College and the communities it serves.

### ***What is Applied Learning?***

Applied learning refers to an *EDUCATIONAL APPROACH* whereby students learn by engaging in *DIRECT APPLICATION OF SKILLS, THEORIES AND MODELS*. Students apply knowledge and skills gained from traditional classroom learning to *HANDS-ON OR REAL-WORLD SETTINGS*, creative projects or independent or directed research, and in turn apply what is gained from the applied experience to academic learning.

## WHAT KIND OF APPLIED LEARNING OPPORTUNITY IS RIGHT FOR YOUR ORGANIZATION?

Determine what the best fit for the organization is by considering the following definitions:

- **Internships and Co-ops:** Students earn academic credit for meaningful part-time or full-time work experiences related to their field of study. These experiences are typically paid unless the student is working with a non-profit organization.
- **Community Service and Service Learning:** Volunteerism and community service performed by students for community benefit. This service can be, but is not necessarily integrated with a particular program of study. This may include structured projects (days of service), smaller group projects, fund-raising events, or individual volunteerism, which is acknowledged by the campus.
- **Job Shadow:** An Initial exposure to a career for a brief period of time by having students "shadow" an experienced employee or professional.

Whether you have hosted many FLCC students as interns, volunteers or employees or if you are just starting to think about building a relationship with the college, this guide can help you get all of the information that you need to create a new opportunity or to strengthen an existing one.

FLCC is committed to building strong relationships with businesses large and small, non-profit organizations and other community groups that strengthen the regional economy as well as community health and well-being.

## INTERNSHIP OVERVIEW

Internships are the most common way in which employers and students engage in applied learning at FLCC. Internships are a well-defined short-term work/learning experience to help students prepare for a chosen career field. With intentional learning goals, supervision, and evaluation, interns apply their classroom learning to “real world” experiences, enhancing their education and adding value to the employer. Most internships last one semester (15 weeks) or one summer (12 weeks). Some academic departments award course credit, and some departments even require an internship experience.

## WHY HIRE AN FLCC INTERN?

Internships have become essential in today’s economy. According to a survey administered by the National Association of Colleges and Employers (NACE):

- 7% of interns are offered full-time positions
- 6% of these offers were accepted
- 3% of fulltime, entry-level new hires come from college internship programs
- 40% of employers reported a higher five-year retention rate among employees they hired via their internship program

Internships are good news for non-profit organizations and businesses of any size. Interns are able to help you manage your workflow to accomplish immediate objectives as well as find new team members that will help you grow your organization or business and accomplish your future goals. Here are some ways that creating an internship program will benefit your organization.

1. **Find future employees.** An internship program is a year-round recruiting tool. Implementing an internship program means you have an ongoing pipeline of future fulltime employees.
2. **Test-drive the talent.** Hiring someone as an intern is the most effective way to evaluate their potential as a fulltime employee.
3. **Increase productivity.** Setting up an internship program allows you to take advantage of short-term support. The extra sets of hands help your employees be more productive, prevent them from becoming overburdened by side projects, as well as free them up to accomplish more creative tasks or those where higher-level, strategic thinking or expertise is required.
4. **Increase employee-retention rate.** The proof for the test-driving theory is in the positive employee-retention figures: According to NACE's 2009 Experiential Education Survey, almost 40% of employers reported a higher five-year retention rate among employees they'd hired via their internship programs.
5. **Enhance perspective.** New people bring with them novel perspectives, fresh ideas, and specialized strengths and skill sets. These augment the abilities of your professional workforce.

6. **Give back to the community.** Creating an internship program is an excellent way to give back. Hiring interns not only helps students in your community get started; it enhances the local workforce as a whole.
7. **Support students.** Internships provide students numerous perks: They gain experience, develop skills, make connections, strengthen their resumes, learn about a field, and assess their interest and abilities.

## INTERNSHIP FAQ

### WHAT IS THE DIFFERENCE BETWEEN AN INTERN AND A VOLUNTEER?

Internships may be paid or unpaid and are designed to provide interns with work experience related to their major field of studies. Internships primarily benefit the intern and have measurable learning outcomes. According to Federal Labor Laws, if an intern is doing work for which a for-profit employer would ordinarily pay a regular employee, then the employer is obligated to pay the intern. Volunteering refers to hours of service performed for an organization for “civic, charitable, or humanitarian reasons, without promise, expectation, or receipt of compensation for services rendered.” (U.S. Department of Labor). Volunteers aren’t obligated to do tasks given to them and a volunteer should be able to set hours that are convenient to them. With a volunteer relationship, the organization is the immediate beneficiary of the volunteer’s efforts, knowledge and experience.

### ARE ALL FLCC INTERNSHIPS CREDIT BEARING?

There are a number of programs at FLCC that either require an internship course for credit as part of a degree program or offer an internship course as an elective for credit. In these programs, the faculty member works closely with the student to develop learning objectives. The faculty member also maintains contact with the internship placement site and may require a site visit prior to placing students at the site or during the course of the internship. The student has regular academic assignments during their internship and must be evaluated at the end of the internship. The student receives a grade (either letter or pass/fail) at the completion of the course. The internships may be paid or unpaid depending on the degree or certificate requirements. Internships for credit are related to the student’s degree program at FLCC. The internship course is recognized on the student’s official transcript.

Some students choose to undergo internships that are not part of a course of study. The student does not typically receive credit for an independent internship and the internship will not be listed on their official transcript. Because of 2-year college credit limitations, most FLCC students are not required to undergo internships and some programs cannot accommodate credit-bearing internships in their curriculum. However, all students are encouraged to participate in activities that further their career development and interests even if they will not receive official FLCC or support over the course of an independent internship.

## WHAT PROGRAMS REQUIRE INTERNSHIPS AT FLCC?

<i>PROGRAMS THAT REQUIRE AN INTERNSHIP FOR GRADUATION</i>	<i>PROGRAMS THAT OFFER CREDIT FOR INTERNSHIPS</i>
Administrative Professional	Accounting
Chemical Dependency Counseling	Architectural Technology
Computer Sciences	Business Administration
Culinary Arts	Communications
Emergency Medical Technician-Paramedic	Criminal Justice
Horticulture	Graphic Design
Hospitality and Tourism Management	Marketing
Human Services	Mechanical Technology
Instrumentation and Control Technologies	Criminal Justice
Nursing	Music Recording Technology
Paralegal	
Viticulture and Wine Technology	

## CREATING AN INTERNSHIP PROGRAM WITH FLCC

Internship programs are as varied as the types of organizations and businesses that support them. There is no consistent set of expectations or assignments for interns except that employers should strive to make this a positive learning experience for the intern. Your internship program should be tailored to meet the needs of your organization yet remain flexible enough to accommodate the specific interests and skills of the student intern. Please contact Jay Donahue in the Office of Applied Learning to discuss starting an intern program.

### STEP 1: SET GOALS

Why are you considering hiring an intern? What do you hope to accomplish with this program? Is the organization able to provide the accommodations needed to run a successful internship program? (consider mentors/supervisors, recruiting and training, space, funding) Setting goals within your organization will ensure the internship starts off on the right foot. Preparing the organization to accept an intern is an important part of creating a strong program.

### STEP 2: CREATE INTERNSHIP PROGRAM PLAN

There is more to hiring an intern than just calling campus. Documenting the details of your plan will help you recruit a great intern, ensure a positive experience for your organization, and sustain the internship program.

**What will the intern do?** Be as specific as possible in regard to projects to be completed, committees or meetings the student can join/observe, etc. While most interns will spend a portion of their time on clerical work, it is expected that the majority of their time be spent on professional work – not administrative.

**Who will supervise the intern?** A professional staff member should be chosen to serve as the point person for the intern. This person will be the contact with the intern's college, provide leadership and direction for the intern, and evaluate the intern throughout and at the end of the experience. Choose someone who is committed to teaching and mentoring a new professional (and has the time to do so).

**What qualifications do you want the intern to have?** Think about the skills you'll need this intern to bring to the position – technical/ computer skills, communication skills, teamwork, etc. If you need help determining which majors would provide the skills you need, contact FLCC's Applied Learning and Internship Program. We encourage you to avoid listing a GPA requirement because GPA is not a predictor of success on the job. You might be ruling out a qualified, hard-working student on the basis of an arbitrary number.

**What type of programmatic options can you offer an intern?** Decide how the intern will be trained and who in the organization will be involved. Try to find ways for the intern to interact with other staff in the department and other departments in the organization. Seek ways to assimilate them into the organization – lunches with executives, attending/observing meetings, shadowing sales calls, etc. Remember, a good intern experience will reap you much positive word of mouth on campus while a negative experience will make it more difficult for you to recruit future interns or permanent hires.

**Will you pay the intern?** Most FLCC internships are paid, unless prohibited by their program guidelines. Most students work part-time to contribute to college expenses and would be unable to leave a part-time position for an unpaid internship. Offering a wage for the internship program will ensure you are attracting the best candidates. Most industries offer an hourly wage averaging \$10.40 (minimum wage) to \$14 for nontechnical degrees and \$14 to \$20 for technical degrees. *Additionally, according to the Fair Labor Standards Act, interns cannot displace regular employees in for-profit enterprises. If you would ordinarily hire an employee to fill the role for which you are hiring the intern, you are legally required to pay the intern.* If you are unable to make a salary commitment, at least find ways to help the student cover their internship-related expenses (mileage, parking, lunch) or pay a stipend at the end of the internship. For legal guidelines and information on Department of Labor Regulations and hiring an unpaid intern in a for-profit sector please review page 9 of this packet.

### STEP 3: HIRE YOUR INTERN

**Create a job description.** As with hiring any employee, creating a job description for the internship will help you be clear about what work you want the intern to do, what your expectations are and what skills you want to see in your intern. Create a thoughtful, well-defined position description. Students won't apply for a job that they don't understand. Provide as much detail as possible about what the student can expect from the internship. Start the process 3 to 4 months before you want the intern to begin work. The process of placing an intern is much like placing a permanent hire. You will need time for the job listing to be seen by students, for them to submit their resumes, for you to conduct interviews, and to negotiate start date and other details with the successful candidate. Remember that students typically register for the following semester's classes at the beginning of the November and April months. The most successful companies make offers before those months. Be sure to post your job description on Purple Briefcase, the online platform where FLCC advertises student internship and jobs to all students. See page x for instructions on how to access Purple Briefcase.

**Recruit.** Contact the Tech Specialist for Applied Learning and Internships or the appropriate department and post your job description on Purple Briefcase (see page 10 for instructions). Accept resumes and set up interviews. Most interns at FLCC find their own internships as they would any other jobs. You may want to set up a time to come to campus to talk to prospective students or to conduct

interviews on campus. FLCC also frequently has job fairs where employers from the region set up tables with recruiting materials which you are welcome to attend. You can set up any campus visits through the Tech Specialist for Applied Learning and Internships.

**Hire.** Offer the position to the best candidate!

#### STEP 4: SIGN AN AGREEMENT

All FLCC internships require an agreement between the department, the student and the placement site. The agreement includes the responsibilities of each party to uphold during the internship. The agreements are created by the program. Depending on the nature of the internship, your organization or business may want to enter into an official contract or Memorandum of Understanding with FLCC as a whole. Please contact the Tech Specialist for Applied Learning and Internships for assistance in this process.

#### STEP 5: ORIENT YOUR INTERN

Orientation is key to a successful internship. A good first step in helping the intern understand the organization is to supply information in the form of websites, manuals, newsletters and other literature that will help the intern understand the organization and industry in which they now work. Besides providing an overview and training on the intern's specific responsibilities as well as company policies and procedures, you may want to consider introducing the intern to other staff and executives, giving a site tour and reviewing organizational culture and history. The internship experience will be more productive and fulfilling for both your organization and the intern if they feel integrated into the organization.

#### STEP 6: PROVIDE DIRECTION

In addition to a well-written position description, an intern will need, especially at first, very clear instructions on tasks to complete. Help the intern learn by giving background behind a particular project, teaching them about the purpose of the project and inviting their questions. Assigning the right amount and type of work is a challenging part of supervising an intern. Be sure to provide challenging projects from the beginning; interns that are underutilized often feel unneeded. Watch for signs that they are confused or bored - they might not verbalize their concerns.

#### STEP 7: EVALUATE YOUR INTERN

FLCC requires both a mid-term and a final evaluation of interns. The program or course instructor will provide you with a form to help guide your evaluation. It is important to also provide regular and constructive feedback to your intern.



## STEP 8: RECOGNIZE YOUR INTERN

Be sure to thank and acknowledge all of the hard work your intern did during their time at your organization. Some ideas for recognition include a card signed by all of your employees or a send-off lunch or ice cream social.

## FLCC EXPECTATION AND LEGAL CONSIDERATIONS

FLCC Students are seeking not only real world experience, but also training, guidance and feedback in a learning-oriented environment. The FLCC community expects that intern host sites will strive to provide an exceptional internship experience by meeting the following:

- An employer (hosting organization) will comply with all federal, state statutes and college policies relating to nondiscrimination, including but not limited to discrimination on the basis of race, color or national origin, creed, religion, sex (including sexual harassment), sexual orientation or preference, gender identity and expressions, age, marital status, disability, Vietnam-era Veteran or other Protected Veteran.
- The majority of the student's time will be spent on entry-level professional work. Strictly clerical work such as answering phones, filing, stuffing envelopes, etc. should be kept to a minimum.
- Interns will not be asked to transport other employees or clients in their personal vehicles.
- The student will have access to training, guidance and feedback by an experienced professional in the student's field. ***We recommend meeting with your intern every week to review progress, answer questions, and provide feedback.***
- Paid internships are strongly recommended. Even as learners, students can bring valuable skills and energy to your organization. For-profit organizations who do not pay their interns should seek legal guidance to ensure that they are in compliance with the Fair Labor Standards Act (see page 11 of this guide).
- The employer must be available for a site visit by the student's internship coordinator or faculty advisor.
- The employer will complete an evaluation form for the student at the end of each semester of employment.
- An internship based in the employer's home office will maintain a business atmosphere, including appropriate business hours, location for performance of duties, and attire.

Whether you host a paid or unpaid intern, FLCC programs are required to comply with certain Federal, State regulations.

## NON-DISCRIMINATION STATEMENT

Finger Lakes Community College does not discriminate against any employee, applicant for employment, student or applicant for admission based on an individual's race, color, national origin, religion, creed, age, disability, sex, gender identification, gender expression, sexual orientation, familial status, pregnancy, predisposing genetic characteristics, military status, veteran status, domestic violence

victim status, criminal conviction or any other category protected by law. The College adheres to all federal and state civil rights laws prohibiting discrimination in public institutions of higher education.

Inquiries regarding the application of Civil Rights may be directed to the Civil Rights Compliance Officer, Grace Loomis, Director of Human Resources, 585-785-1451, [grace.loomis@flcc.edu](mailto:grace.loomis@flcc.edu) or Title IX Co-Coordinators: Sarah Whiffen, Associate Vice President of Student Affairs, Room 2153, 585-785-1284, [Sarah.Whiffen@flcc.edu](mailto:Sarah.Whiffen@flcc.edu) or Catherine Burns, Human Resources Compliance Coordinator, Room 1341, 585-785-1466, [Catherine.Burns@flcc.edu](mailto:Catherine.Burns@flcc.edu); at Finger Lakes Community College; 3325 Marvin Sands Drive, Canandaigua, NY 14424.

Take time to advise your interns of appropriate workplace behavior, the organization's harassment policy and the complaint procedure. This helps to protect both your organization and the intern from legal action.

## POLICY ON STUDENT DISCIPLINE

Students are expected to abide by the College's policies and procedures, most of which can be found within the Student Code of Conduct, or on the FLCC website and as detailed in the College Catalog and obey federal, state and local laws. We expect all students and employees to conduct themselves in accordance with accepted standards of good citizenship, respect, honesty and decency, and with proper regard for the rights of others.

## POLICY ON TITLE IX ISSUES AND SEXUAL MISCONDUCT

Finger Lakes Community College is committed to creating and maintaining an educational environment free from all forms of sex discrimination, including sexual misconduct. Any act involving sexual harassment, violence, coercion, and intimidation is prohibited and will not be tolerated. Students can report any type of complaint with the Title IX Co-Coordinators.

## EQUAL OPPORTUNITY EMPLOYMENT

FLCC is an Equal Opportunity Employer and we want to partner with organizations that abide by the law and the spirit of those regulations as well. All of our students regardless of race, color, religion, sex, national origin, age, disability or genetics must have the opportunity to apply for internships and employment. One way to ensure this is to post any internship opportunities in venues where all FLCC students can access them. For this purpose we use an online platform called Purple Briefcase. Please see page 10 of this document for instructions on creating an account and posting your internship. The most common miss-step around EOE that employers make is to contact a department or someone they know at the college and ask for intern referrals of the "best" students. This may seem like a logical pathway to recruiting great talent, but clearly violates EOE regulations because of the potential for discrimination and bias whether intentional or not.

## AMERICANS WITH DISABILITIES ACT STATEMENT

The Americans with Disabilities Act (ADA) of 1990 and the Americans with Disabilities Act Amendments Act (ADAAA) of 2009 prohibit discrimination on the basis of a disability and mandate that equal access and reasonable accommodations be provided to qualified individuals with disabilities. Under the ADA/ADAAA, any person with a physical or mental impairment that substantially limits one or more of his/her major life functions is defined as disabled.

Finger Lakes Community College shall provide an equal educational opportunity for all qualified students as outlined in the College mission statement and Strategic Plan. Students with disabilities may not be segregated and are fully included in the institution's existing programs and activities.

Students in need to academic accommodations for a documented disability may consult Disability Services ([disabilityservices@flcc.edu](mailto:disabilityservices@flcc.edu) or 585-785-1441) to arrange appropriate accommodations. Students are required to give reasonable notice, typically at least 3 working days, prior to receiving requested accommodations.

## TERMINATING AN INTERN

Your organization or business may terminate an intern's internship by providing written notice to the University, stating that the intern is no longer acceptable to your organization, and stating the specific reason for the termination. However, bringing any issue related to intern's performance to the attention of the Department contact or Internship Coordinator, to allow for resolution through a means short of termination is considered best practice.

## GENERAL LIABILITY

FLCC carries General Liability insurance. Most incidents involving students on your business or organization's premises will be covered under your own liability policy and/or Worker's Compensation (see below). If an FLCC student is involved in an incident, please contact Dr. Dawn Hess, Director of Enterprise Risk Management, [dawn.hess@flcc.edu](mailto:dawn.hess@flcc.edu), 585-785-1664.

## WORKERS' COMPENSATION

While students who meet the Fair Labor Standards Act criteria for unpaid interns may not be considered employees, Workers' Compensation Law judges have ruled that the training received by student interns constitutes compensation and there for must be covered under that organization or business' workers' compensation policy for the purposes of the New York State Workers' Compensation Law. 501c3 organizations can voluntarily choose to cover unpaid interns under their Workers' Compensation policy, but are not required to do so.

## FAIR LABOR STANDARDS ACT

The U.S. Department of Labor has established a strict set of guidelines for employers hosting unpaid interns in the for-profit sector. When a for-profit employer hires an unpaid intern, all six of the following

criteria must be met. If all of these criteria are not met, the employer must pay the intern as they would another employee at least providing minimum wage (\$10.40/hour as of 5/31/2018).

1. The internship, even though it includes actual operation of the facilities of the employer, is similar to training that would be given in an educational environment.
2. The internship experience is for the benefit of the intern.
3. The intern does not displace regular employees, but works under close supervision of existing staff.
4. The employer that provides the training derives no immediate advantage from the activities of the intern; and on occasion its operations may actually be impeded.
5. The intern is not necessarily entitled to a job at the conclusion of the internship.
6. The employer and the intern understand that the intern is not entitled to wages for the time spent in the internship.

Source: U.S. Department of Labor Fact Sheet #71 - <http://www.dol.gov/whd/regs/compliance/whdfs71.pdf>

## NAVIGATING PURPLE BRIEFCASE

FLCC lists internship and employment positions on Purple Briefcase, a free on-line job listing service. This service is used by all FLCC students searching for a job and is recommended in every workshop and individual counseling appointment conducted by Career Services. To list a position, simply call the Tech Specialist for Applied Learning and Internships at (585) 785-1792 or Career Services Office at (585)785-1268. A staff member will establish an account for you and provide further instructions on how to activate your listing. All students can view your listing and listings can be sent as email to targeted groups of students by program. Students will submit their resumes electronically through the system and you can interview and select the intern of your choice.

The image shows the Purple Briefcase website interface. At the top, there is a purple header with the text "purplebriefcase Get Noticed. Be Prepared." Below this is a circular diagram illustrating the platform's purpose: "Career Development" (represented by a building icon) connects to "Employers & Organizations" (represented by a building icon), which connects to "Students & Alumni" (represented by a person icon), which then connects back to "Career Development". The central text of the diagram is "Connect Engage Recruit!". To the right of the diagram is a login section with a purple briefcase icon and the text "Connect Engage Recruit!". Below the login section are two columns: "NEW USER?" with buttons for "NEW STUDENT", "NEW ALUMNI", and "NEW EMPLOYER"; and "RETURNING USER?" with fields for "EMAIL" and "PASSWORD", a "REMEMBER ME" checkbox, a "SUBMIT" button, and a "FORGOT YOUR PASSWORD?" link.

## CONTACT

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