

Setting Expectations: Checklist for your interns first day on the job

Thank you so much for hosting a Benjamin Franklin Institute of Technology student intern!

We couldn't support our student's success without your support! Your partnership is a big part of BFIT's broader mission to help level the playing field.

For many BFIT students this internship is the first time they have ever worked in a professional setting. Although most BFIT students work part or full time while enrolled in school, most of their jobs are not related to their career field. Furthermore, many of these employers are not invested in the long term professional career goals our students have for themselves. This is one of the many reasons the academic internship is such a valuable experience. It provides students a window into a workforce that is looking to develop and nurture their talent.

It has been our experience that a **successful internship relies on setting clear expectations** from day one. For this reason, we highly recommend setting aside time on the first day of employment to clearly discuss and outline your company, what the intern's role will be during the semester, and your professional expectations. The following is a checklist you can use as a guide to this conversation.

Setting Expectations Checklist

Work Schedule

- Discuss what the interns schedule will be on Thursdays and Fridays throughout the semester.
- What hours are they expected to be at work?
- Who should they check in with?
- Do they need to keep track of their hours and if so, what is the process?
- If the student is running late, is sick, or needs to take a day off who should they contact and how (phone, text, email)?
- Is there a time by which they need to notify you if they are going to be out, have to leave early or will be arriving late?
- Does your office observe snow days? If yes, how will the student intern know if the office is closed and/or has a delayed opening?
- The students have been advised to discuss their spring break plans with you but we've included a calendar of the spring semester for your review. Some students may be available to make up hours during this week or work longer hours if that would be helpful.

Timeliness

- Discuss your company policy and culture around running/being late. Be specific. Many BFIT students rely on public transportation and need to be explicitly told that being 2 minutes late is still considered late. If you have a more relaxed culture around time make sure you are VERY clear about what this means.

Please note: If a student arrives late please speak to them the first time it happens. If nothing is said the student may not think it is a big deal. Feel free to reach out to your BFIT career service contact. We have a relationship with each of our students and are willing to have hard conversations with them. We can help problem solve!

General Professionalism

- Discuss your expectations around dress code, cell phone and internet/computer use
- What should the intern do if it is slow in the office and/or they have downtime? Are there training programs they can work on or other office tasks that are constantly needing to be done?

Lunch

- What is the office norm for lunch?
- How much time do they have?
- Do they need to keep a consistent lunch time or will it vary depending on work needs?
- Do they need to tell someone they are going to lunch or just go?
- Should they bring lunch or will they have time to go out for food?

Office orientation

- Where should the intern keep their things when they are at work?
- Is there a break room where they can eat, get water etc.?
- Restroom locations
- Office regulations (safety, confidentiality, security)
- If applicable, discuss parking options with the intern. If there is only street parking, make sure the intern knows if it is okay for them to leave the office to move their cars.

Supervision and Questions

- To whom should the intern report?
- Who should the intern talk to if/when they have questions?
- If you are the direct supervisor share how you like to work. (For example, do you prefer to be asked a lot of questions at once or should they ask you in “real time” as questions arise?)
- If you are out sick or on vacation who should the student report to?

Daily Tasks

- How will the intern know what they are expected to do every day?
- If appropriate, give them deadlines and let them know how long each task/s should take.
- Pick a time to regularly check in with your intern every week to answer questions and provide feedback.

Feedback

- Discuss how the intern prefers to receive feedback (and how you prefer to receive it too!)

Pro Tip: Many of us do not like to give what we perceive as negative feedback but if it helps, remember that all feedback – good and bad – is helpful to the student. This is an opportunity for them to learn and grow which they can only do if they know their strengths as well as their blind spots.

□ Evaluation

- Set aside time for the midterm evaluation/check and the final evaluation. The midterm check in should take place after the intern has completed 80 hours – approximately 5 weeks. For most interns this will be the end of February/1st week in March.

BFIT Health IT Academic Internship Host Site FAQ's for Spring 2020

of hours required: 160

Internship availability: Student schedules are arranged so they have *all day Thursday and all day Friday* dedicated to their internship host sites.

Any employer who would like additional work done outside of this timeframe must make sure that the schedule works with the student and does not interfere with their classes or job.

Logging Hours: In order to receive academic credit, students are responsible for keeping track of the number of hours they work. There are 14 weeks in the semester which is more time than what is needed to complete the 160 hours assuming students start in January or by mid-February.

Important Dates: BFIT Spring 2020 Academic Calendar

Classes Begin:	Tuesday, January 21 st
President's Day:	Monday, February 17, 2020 (no classes)
Mid Terms End:	Friday, March 6, 2020
Spring Break:	Monday, March 9 – Friday March 13, 2020 (no classes)
Classes End:	Wednesday, May 6, 2020
Graduation:	Saturday, May 16, 2020

Extending the Internship: If you have summer funding and would like to extend the internship to continue beyond the 160-hour commitment feel free to speak with the intern directly. Please let us the BFIT career services office know if you extend the length of the internship or recommend the intern for a full-time position.