



Grinnell College

Center for Careers, Life,
and Service

STUDENT INTERNSHIP HANDBOOK

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Welcome

Dear Grinnell College Intern,

Congratulations on securing your internship and welcome to the Center for Careers, Life, and Service (CLS) internship program! This handbook was created by the CLS to help you understand the requirements of your internship and support you throughout the experience. We are excited about the professional growth you will gain through having a direct connection to real world experiences with support and guidance from a mentor within a specific professional industry.

Internships are meant to be mutually beneficial for you as well as your internship organization. As an intern, you will spend an academic term or summer to acquire meaningful hands-on experience that expands your understanding of how the industry works, exposes you to essential skills you need to be successful in the field, and gives insight into the industry. In return, employers will have access to an energetic, enthusiastic, and creative worker who may become a future employee or colleague.

To ensure a beneficial internship experience, we ask that you review and utilize the valuable information within this handbook and communicate via email or by scheduling an appointment through Handshake if you need assistance at any time throughout your internship. In case of an emergency, please contact Grinnell College Campus Safety at 641-269-4600.

We look forward to working with you!

The Center for Careers, Life, and Service

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Internship Outcomes and Goals

Internships are designed to expand the depth and breadth of academic learning for you in your areas of study. It is an opportunity for you to receive experience in applying theories learned in the classroom to specific experiences in the community and work world. An internship can also heighten your awareness of community issues, motivate you to create opportunities, embrace new ideas, and give direction to positive change. A successful internship can give you valuable information in making decisions about the direction of future studies or employment.

An internship is an opportunity to not only use and develop industry-related knowledge and skills but also to enhance some of the skills that are transferable to any professional work setting. This internship may be your first introduction to the world of work, or maybe you have been exposed to professionalism many times before. No matter where your skills and understanding of professionalism lie, your internship is a chance to develop them even further.

By the end of the internship, our hope is that you will have:

- Learned how to connect an internship to your professional future direction through exploration, experience, and reflection.
- Learned and implemented effective professional attitudes and behaviors.
- Understood the purpose, value, and process of developing a professional network.
- Learned about yourself, your values, and the skills you bring to a work environment.
- Articulated the skills gained through your internship experience.
- Learned to be ethical, just, and professional.

At the beginning of your internship, please make sure to meet with your supervisor to go over the goals, objectives, and outcomes identified for your internship. This will be helpful for you and your supervisor to stay on task and assure that you meet the previously agreed-upon goals. This will also help the supervisor in evaluating you as an intern by using the evaluation form sent out to each supervisor.

Tips for Getting Started in Your Internship

In the first weeks of your internship, you will want to follow the lead of your Internship Supervisor and spend time getting acquainted with your coworkers, the work setting, and your work activities. Work situations vary considerably; however, the following WHO, WHAT, HOW, WHERE, and WHEN questions suggest the types of information that will help you get oriented more quickly. **If you are not clear on a procedure or who does what, always ask.**

WHO: Who does what in your work setting? Who is responsible to whom? Is there an organizational chart you can look at? To whom can you turn to for different types of information? Who makes decisions? What are the important names and telephone numbers you should know? (Make a list.)

WHAT: What are your responsibilities? What specific duties are you expected to do on your own, to do when told, or to monitor regularly? Are these consistent with your learning goals? If not, review them with your Internship Supervisor. What are the goals, functions, services of the office/department and how do they relate to the larger organization?

HOW: How does work get done? Do coworkers help one another or is work carried out independently? Are you expected to seek instructions and directions frequently or have your work reviewed as it proceeds?

WHERE: Where are important items kept? Where is resource information located? Where are you permitted to go and what is “off limits?”

WHEN: When are the critical deadlines? When are critical or regular meetings with staff or clients? When are the best times to approach certain people?

Professional Workplace Expectations

You should conduct yourself in a professional manner at all times. This includes, but is not limited to:

- Maintaining confidentiality regarding information accessed on any patients, clients, members, customers, employees, and products or services associated with the internship site;
- Reporting to the internship on time;
- Using appropriate written and oral expression in all interactions with College personnel, managers, Internship Supervisors, employees, the public, and clients;
- Participating in any orientation or testing required by the internship site;
- Observing all established safety and sanitation codes;
- Engaging in positive, ethical, and legal behavior;
- Accepting responsibility and accountability for decisions and actions taken while at the internship site;
- Ensuring that all interactions with guests, patients, clients, members, customers, the public, and fellow employees are conducted with dignity and respect toward every person.

APPROPRIATE ATTIRE

Even in a virtual or remote work environment, we encourage interns to dress in a professional and appropriate manner commensurate with their business/organization. That doesn't mean you need to invest in a new and expensive wardrobe, but some clothing choices that might be acceptable on campus are not appropriate at your internship site. You are a representative of your business/organization and Grinnell College during your internship. Please discuss specific requirements with your supervisor early in your internship to avoid awkward situations.

PERSONAL COMMUNICATIONS

As an intern, your main responsibilities are to work on assigned projects that will benefit the internship site and increase your knowledge and skills. It is important to limit your use of technology for personal purposes, including using your computer and cell phone for talking,

texting, checking e-mail, browsing the web, playing games, using social media, etc. Catch up on your personal communications during lunch breaks or after the workday when you are “off company time.” Many students are excited to share their internship experiences. With the advent of blogs and social networking sites, the private is public. We urge all interns to carefully consider material they are publishing before posting internship site-related content online. If you wish to share information about your internship site and experiences through social media forums, you should discuss the content with your Internship Supervisor first and ask for advice on what is permissible.

INTELLECTUAL PROPERTY

As an intern, you may be required to sign a copyright agreement and the internship site retains the rights to all the work you produce during your internship. In accordance with these types of agreements, you must receive special permission from the business/organization to use your internship products outside the business/organization for commercial gain and educational use (such as an academic or conference presentation). Always consult with your Internship Supervisor if you want to use potentially confidential/proprietary information in your papers and/or presentations.

Relationship with Supervisor

Your supervisor will be your main guide during your summer internship. They will assign you projects to work on and evaluate your progress on those projects and towards your goals. There are a few things to keep in mind as you interface with your supervisor during this experience.

- Discuss the expectations of your position. This means setting clear job responsibilities, connecting you to resources that will help support you during this experience, explaining organizational policies. This also includes some logistics such as work hours, dress code, and your ability to participate in professional development activities.
- Share your learning goals with your supervisor to see how they can support you in pursuing them. Be flexible! Your supervisor may give you suggestions on how to make your goals realistic given the timeframe of your experience and the scope of the work you will be completing.
- Demonstrate appropriate assertiveness when challenged and humility when sharing your ideas. Show initiative with project ideas before you even begin them and start by sharing with your supervisor before going up the ladder. Ask for informal feedback on your work and performance, as well as timing for your mid and final performance reviews led by the CLS Supervisor Evaluation Survey.

We hope your supervisor will be a great person you are able to learn from. Be observant, create and maintain a positive and professional relationship. Your supervisor could serve as a reference and networking contact for you in the future. Finally, engage empathy—your supervisor is a person too! There are many types of supervisors with many different

supervisory styles—reach out to your CLS adviser to discuss how to handle challenging situations.

ADDITIONAL CLS RESOURCES

- [Informational Interviews](#): Informational interviews provides an excellent way to gather more information about your areas of interest from someone in the field.
- [Networking](#): Networking is interacting with other people to exchange information and develop contacts, especially to further one's personal, professional, and civic goals.
- [Creating Mentoring Relationships](#): Creating mentoring relationships is an important way to make connections and get helpful career advice. With the support and guidance of mentors, it is easier to find opportunities for professional development and progress in a career field.

Contact the CLS If...

- You are having any difficulties/challenges at your internship (earlier is always better!).
- There is a change in your internship supervisor (remember, we send your supervisor helpful information and your performance evaluations).
- You are injured or experience discrimination/harassment at your internship site (see Title IX information below).
- You need a liaison to communicate with your internship supervisor or organization.
- You are abroad and the country you are in has a change in its travel warning level.

International students, whether interning in the United States or abroad, should also stay in contact with the [Grinnell College Office of International Student Affairs](#) (OISA) with any questions or concerns.

Title IX Information and Reporting

Title IX of the Education Amendments of 1972 states that *“no person in the United States shall on the basis of sex be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any education program or activity receiving federal financial assistance.”* Title IX requires institutions to provide an educational environment free from discrimination based on sex.

Sexual and gender-based harassment, sexual assault, sexual violence, intimate partner abuse, and stalking are forms of sex discrimination. Title IX clearly states that we, as an education community, have a responsibility to promptly and equitably respond to reports of sexual harassment and misconduct to eliminate the harassment, prevent its recurrence, and address its effects.

Should a situation occur, the CLS will protect the privacy of the student, to the extent possible, and will work with only those necessary to resolve the issue either with the internship institution or by finding an alternative outcome. The CLS will inform the Title IX Coordinator, who will then

avail the student of all the resources available (whether the incident has taken place on or off campus, during semesters, or during breaks).

Bringing forward a complaint to the Title IX Coordinator does not mean that the student wishes to or must proceed with conduct charges or go to the police, though these options are always available. The important part of coming forward is to learn about the resources and remedies Grinnell College can provide and to understand the options the student has.

REPORTING

We encourage all Grinnell community members to report any sexual harassment or misconduct. Reporting incidents of sexual harassment or misconduct allows the College to assist the individuals involved and help the campus prevent further incidents. The College will promptly investigate and respond to all reports of sexual misconduct and harassment so as to attend to the individual's and community's safety.

The College recognizes that a student may make a report to any trusted employee of the College—i.e., a student might seek advice or support from a coach, professor, staff member, or student employee. While these employees will always respect a student's privacy, all College employees are required to promptly share the report with the Title IX Coordinator or a member of the College's Title IX team to ensure a coordinated and informed response. The Title IX Coordinator will also keep the reported information private and will only include those who need to know to address the student's needs. The College also provides several confidential resources for students, including the counseling and medical staff at Student Health and Wellness (SHAW), the Chaplain & Rabbi, and Grinnell Advocates.

Students seeking to talk to someone about an incident of sexual harassment or misconduct are encouraged to speak with one of these confidential resources. Information shared with these individuals will not be shared without the consent of the student.

If you have questions or concerns related to a possible incident of sexual or gender-based harassment or sexual misconduct, there are 24-hour contacts that will help. Visit www.grinnell.edu/sexualrespect for more information.

Safety and Law Enforcement:

- Emergency Assistance: 911
- Grinnell Campus Safety: 641-269-4600
- Grinnell Police Department: 641-236-2670

Confidential Support:

- Grinnell Advocates: 641-260-1615 (call or text 24 hours)
- [Center for Religion, Spirituality, and Social Justice](#), 641-269-4981
- [Student Health and Wellness](#), 641-269-3230
- [Ombuds Office](#), 641-269-9399

On-Campus Reporting Options:

- Bailey Asberry, Title IX Coordinator: titleix@grinnell.edu, 641-269-4999
- Ben Newhouse, Dean of Students: newhouse@grinnell.edu, 641-269-3714
- James Shropshire, Director of Campus Safety: shropshi@grinnell.edu, 641-269-4600

Harassment Policy and Procedures

A workplace is a social organization. Moreover, informal relationships expressed by playful kidding and idle banter are part of the socialization process. However, it is important to know that harassment in a digital world can occur and in many forms such as cyberbullying, cyberstalking, etc. and in various environments such as email, messaging apps, social media platforms, blogging platforms, and comment sections found on digital news platforms, personal blogs, and YouTube pages.

- You have the right to expect professional conduct from everyone at work, including your Internship Supervisor, peers, and subordinates. You are not just a student or just an intern, and the internship is not an initiation. It is a job in a professional work environment.
- No coworker, ever, has the right to touch you, fondle you, proposition you, make lewd or sexually intimidating remarks, or place you in personally uncomfortable situations, including in a virtual situation.
- Pet names or terms of endearment are inappropriate methods of address in a professional environment. Remind those using these terms that you expect to be addressed by your proper name. Do not use these terms, even in jest, with coworkers or other interns in the work environment.
- Sexual harassment constitutes behavior that is perceived as annoying, aggressive, and/or threatening. If you feel that someone is targeting you as the object of sexual innuendo or inappropriate advances, then you are being harassed. It is not just a matter of the actions of others; it is how these actions affect you.
- Sexual harassment rarely happens to only one person. People who harass do so routinely—they express a pattern of behavior. If you have been harassed, you are probably not the only one. The fault lies with the person doing the harassing.

Behaviors that may constitute sexual harassment include (but are not limited to) the following:

- Subtle pressure for sexual activity;
- Disparaging remarks about one's gender;
- Physical aggression such as pinching and patting;
- Sexual innuendos or persistent use of sexually suggestive language which another person finds offensive, demeaning, or inappropriate;
- Verbal sexual abuse disguised as humor;
- Obscene gestures;
- Sexist remarks about a person's clothing, body, or sexual activities;
- Conditioning an educational or employment decision or benefit on submission to sexual conduct.

The Grinnell College CLS is committed to engaging students in professional and safe working/learning environments. In accordance with College policy (see Student Handbook at <http://catalog.grinnell.edu>), the CLS will not tolerate any form of harassment, intimidation or discrimination on the basis of race, national or ethnic origin, age, gender, sexual orientation, gender identity and expression, marital status, religion, creed, or disability. This applies to Internship Supervisors and coworkers toward a student, as well as students toward their Internship Supervisors and coworkers.

MISCONDUCT OF INTERNSHIP SUPERVISORS/COWORKERS TOWARD AN INTERN

The CLS encourages students to inform themselves of the internship site's sexual harassment policy and to follow it, should one exist. Beyond this, the CLS asks students to report any incident as soon as possible, allowing both the College and the internship site the opportunity to promptly intervene. When a student intern contacts a CLS staff member and reports any form of harassment that they may be experiencing at the internship site, a member of the CLS staff will immediately facilitate appropriate interventions with the participating internship site and Internship Supervisor. All interactions during the intervention will be documented by the CLS staff and kept on file.

These interventions may include:

- The CLS staff providing guidance to the intern on how to confront the individual(s) harassing them.
- The CLS contacting the Grinnell College legal counsel for assistance in facilitating the intervention(s).
- The CLS contacting the Internship Supervisor and establishing a formal meeting to present the allegations the intern reported. This meeting may or may not include the student being present at the meeting. The student, in consultation with the CLS, will determine the level of involvement that they wish to have in the face-to-face component of the intervention(s).
- Removing the intern from their internship site.
- Removing the internship site and/or perpetrator from the approved list of internship partnerships.

MISCONDUCT OF STUDENT INTERN TOWARD AN INTERNSHIP SUPERVISOR OR COWORKERS

The CLS asks the Internship Supervisors to report any incidents as soon as possible, allowing the College the opportunity to promptly intervene. When an Internship Supervisor contacts a CLS staff member and reports any form of harassment being experienced at the internship site, a member of the CLS staff will immediately facilitate appropriate interventions with the student intern and the participating internship site and Internship Supervisor. All interactions during the intervention will be documented by the CLS staff and kept on file.

These interventions may include:

- The CLS staff providing guidance, if necessary, to the internship site on how to confront the student intern.
- The CLS contacting the Grinnell College legal counsel for assistance in facilitating the intervention(s).
- The CLS contacting the student and Internship Supervisor to establish a formal meeting to present the reported allegations.
- Encouraging removal of the intern from their internship site.