



Career Education & Internship Program: Employer Participation Guide

Thank you for considering hosting an Hostos student intern. We know our students will gain valuable professional experience while working with your organization. This guide provides an overview of Hostos' focus areas for student development and identifies opportunities for your organization to help advance that development during the internship. The Career Services Office is available to discuss the student's experience and progress with you, and will conduct a meeting to connect with your organization and learn how we can match students in effective ways to meet your future needs.

To further support your supervision of the Hostos student, included at the end of this document are: 1) Hostos' learning objectives and goals provided to students and 2) mid-term performance review template for intern supervisors.

Getting Started and Defining Success

When the intern begins at your organization, please meet with them to clearly communicate your expectations. Discuss the professional etiquette, skills, and work habits you look for in your staff. Please also articulate your organizational culture (e.g. typical communication practices, dress, etc.) and what makes an individual a successful employee. This will help the intern understand the standard they should strive to achieve and how to make positive contributions to your organization.

Goal Setting and Support

Students are directed to set learning objectives and goals for their internship experience (see suggested list on page 3). Please support them in achieving their goals by:

- Asking them to share their learning objectives with their internship supervisor.
- Suggesting any additional learning objectives that your organization might be well situated to support (for example, subject matter expertise, technical skills, networking opportunities, or team-based projects).
- Discussing projects or assignments they will be asked to do as part of their internship and how those tasks can support their learning objectives.
- Making students aware of additional professional development opportunities available to them through your organization during the internship, such as supplementary staff trainings, extracurricular events, or networking.

Becoming an Employer Partner for the Internship Program

1. Contact the Internship Program Coordinator at coop@hostos.cuny.edu and provide a description of your organization and internship position/s available. Faculty will review the internship description and approve the posting for students enrolled in a field experience course.
2. If you have an in-person internship, please submit the COVID-19 Risk Mitigation Protocols in place at your organization (can be a document or link to website).
3. Register on [HIRECAIMANS](#), powered by Symplicity upon approval of the internship. You will have access to view students placed, approve timesheets and submit final evaluations online.

Mentorship Opportunities

Where possible, identify opportunities for students not just to be supervised, but to be mentored. This may be through their direct supervisor, or through other colleagues, leaders, or HR staff who interact with the intern. Being mentored by a leader within your organization will help students with their reflection process and enable them to understand their development within a broader career path that extends beyond their day-to-day role as an intern.

Join Us for Virtual Campus Activities

In addition to working with student interns, we also encourage you to participate in career development activities that support our internship program more broadly. You will receive updates from the Career Services Office about orientations, workshops, panels, and other activities to help students prepare for and succeed in their internships. We design these activities to also create opportunities for you to interact with prospective interns and identify candidates who may be a good fit for your organization in the future.

Performance Reviews

Please conduct at least one performance review with the student during the course of their internship. The review should cover completion of specific tasks and assignments, as well as their broader development and conduct within the organization. The review may address strengths, weaknesses, and areas for growth in the context of the preliminary conversations you had regarding organizational expectations and learning objectives. Receiving feedback on their performance and level of professionalism will be a valuable development opportunity for students and will also provide them with the opportunity to improve their performance. Intern supervisors may conduct this performance review using the provided template on page 3.

Reflection Opportunities for Students

In addition to the more formal review, please encourage students to reflect on their internship experience on a recurring basis. While this may be part of course-required journaling exercises or meetings back on campus, it will be helpful to have their supervisor reiterate the importance of reflecting on particular situations or the experience holistically to increase their awareness of strengths, weaknesses, and areas for growth. If the student reaches a milestone or significant event, help them learn from the experience by asking:

- **What went well?** Where did you feel most effective? What actions made you effective? What did you enjoy the most? What does this tell you about your strengths?
- **What was challenging?** What was the root cause of the challenge, and how did you respond? How could you approach the situation differently in the future to more effectively address the challenge?

Potential Learning Objectives and Goals for Students

(Students are asked to identify three learning objectives.)

- Key skills to grow:
 - Workplace etiquette – being aware of what’s appropriate to wear to work, being on time, learning organizational culture, and conducting yourself in a professional manner.
 - Team work – working well with colleagues to complete assignments and share information is core to your success in the workplace.
 - Interpersonal communication - interacting with professional colleagues is different than interacting with your friends and family, and should be clear, direct, and polite.
 - Problem solving – proactively working through something you haven’t done before or a challenge that presents itself, and collaborating with colleagues to get help when you need it.
 - Written communication – practicing written communication in the workplace from emails to memos, reports to newsletters.
- Bigger picture objectives:
 - Gain an understanding of how to create professional relationships and build a network
 - Take time to reflect and increase your awareness of your strengths, weaknesses, and areas of personal growth
 - Expand upon your classroom learning with hands-on experience
 - Build confidence in your abilities
 - Practice completing assignments and managing time in a work setting
 - Learn about longer-term career path or interest
 - Receive mentorship from a supervisor or colleague

Recommended Mid-Term Performance Review Template

At the start of the internship, schedule a mid-term performance review between the supervisor and intern. Two weeks prior to the mid-term review date, share a copy of the below assessment with the student intern. Request that they complete the assessment of their performance and work during the internship and identify goals for the final portion of their experience. Have them send their completed assessment to you one week prior to your mid-term review date. During the mid-term review, discuss the student’s responses to the assessment and offer your own additions and observations on their performance. **Intern Performance Evaluation**

When completing this, think not only about technical skills that you have accomplished this period, but also think about skills such as interpersonal communications (writing and speaking), team work, etc. You should also think about the goals you set out to obtain during this internship period. Did you meet these goals? Have any goals been left unfinished?

- What are your major accomplishments this review period? (What assignments did you complete or contribute to? Did you achieve your goals? What major skills have you improved?)
- What are your areas of strength? (What tasks are you particularly good at?)
- What areas need development? (What skills do you feel you need to improve?)
- What are your goals for the next review period? (Specifically, what do you hope to learn or accomplish?)
- What would you like to see yourself doing next? (Do you wish to learn a new task? Work in a different department? Try to work in a different type of organization?)

Performance Measures	Poor	Fair	Good	Excellent	Outstanding
Attendance (punctuality)					
Productivity (volume, promptness)					
Quality of Work (accuracy, completeness, neatness)					
Initiative (self-starter, resourceful)					
Dependability (thorough, organized)					
Attitude (enthusiasm, curiosity, desire to learn)					
Interpersonal Relations (cooperative, courteous, friendly)					
Ability to Learn (comprehension of new concepts)					
Use of Academic Training (applies education to practical usage)					
Communications Skills (written and oral expression)					
Judgement (decision making)					
Overall Performance					