



INTERNSHIP HANDBOOK

University of Illinois ATLAS Internship Program

Applied Technologies for Learning in the Arts and Sciences

**College of Liberal Arts and Sciences
University of Illinois Urbana-Champaign**

Foreign Language Building, Room G8C
707 S. Matthews Ave.
Urbana, Illinois 61801

English Building, Room 15
608 S. Wright St.
Urbana, Illinois 61801

Humanities Professional Resource Center
Gregory Hall, Room 105
810 S. Wright St.
Urbana, Illinois 61801

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Purpose of the Handbook

The purpose of this handbook is to clarify the requirements of the interns, and the responsibilities of the parties involved. This handbook will detail the intern's responsibilities over the course of their internship, outline the expectations of the program, and discuss intern accountability. The Internship Program is a three-way partnership with the student who is interning, the client/employer who is providing the internship and ATLAS (Applied Technology for Learning in the Arts and Sciences) within the College of LAS. The materials below focus on the intern's obligations and ATLAS's expectations of them.

Background on the Internship Program

The ATLAS Internship Program is designed to give students in the College of Liberal Arts and Science an opportunity to gain hands-on experience with technology and make them a more competitive candidate in the job market. The program partners with university and community agencies to practical, transferable technical skills to students in the College of LAS. Internship coordinators match students with client projects based on the qualifications of the intern. To help students gain any necessary skills, ATLAS will offer interns specialized workshops, job coaching, and mentoring opportunities.

Since its first semester in January 2016, over 450 students have come through the Internship Program, while working on over 200 unique projects and serving over 60 different clients. We are open to all LAS majors, and there is no GPA requirement. Internships typically last one semester, are based around class schedules, and will provide valuable work experience and transferable skills to a professional work setting after graduation.

Requirements to be an ATLAS Intern

To be eligible for the program, an applicant must be a registered student with the University of Illinois Urbana-Champaign seeking a major or minor within the College of Liberal Arts and Sciences. When accepted into the program, interns will be added to Canvas for completion of pre-boarding submissions (MOU and Handbook confirmation). Upon completion of Canvas pre-boarding, interns will be added to the semester Canvas course for program documentation for certification.

Course Program Requirements

- Goals and Objectives
- Weekly Progress Documentation
- Midterm Self Evaluation
- Two Professional Development Experiences

- Showcase Presentation
- Note to Future Intern
- Other Canvas Submissions as Assigned

Contact Info and Staff:

Email: Atlas-internships@illinois.edu

Social Media:

- LinkedIn: ATLAS Employees and Alumni
- Facebook: ATLAS Internship Program
- Twitter: @ATLAS_Illinois
- Reddit: ATLAS_Internship_Program

Staff:

Michelle Rome, Program Director
Mackenzie Blazek, Assistant Coordinator
Priscilla Geerdes, Assistant Coordinator
Melissa Perez, Support Staff
Lisa Perry, Assistant Coordinator

Work Locations:

English 15: Internship Office
FLB G8c: Internship Office
Gregory Hall, Room 105: Internship Office

Portrait of a Successful Internship

What Does a Successful Internship Look Like to the Student?

- The experiences you have now can become the foundation of your professional development and can help you discover your future career. With that in mind:
- Learn as much as you can from your internship experience
- Focus on ways you can expand your professional skills and contacts.
- Attend workshops on professional development to help become a more well-rounded intern and future employee.
- Demonstrate or learn effective oral and written communication skills with clients and ATLAS internship staff.
- Turn in weekly status reports to document work and keep client and internship staff updated on progress.
- Gain skills that add to and complement your studies.

What does a Successful Internship Look Like to the Client?

- Students leave them with tangible deliverables at the completion of their internship.
- The client takes an active role in mentoring and guiding the student to help meet their goals and objectives.
- Be available for meetings and conversations with both the student intern and their ATLAS coordinator.

What Does a Successful Internship Look Like to the ATLAS Internship Program?

- The ATLAS Internship Program works as a go-between for the client and intern to help guide and teach skills necessary for success.
- Help with project coordination and oversight.
- Consistently meet with student intern to evaluate progress and give feedback.
- Provide networking and learning opportunities, such as workshops and presentations, to further the internship experience.
- Review and evaluate student growth throughout the semester.

Benefits of an ATLAS Internship

- Gain professional experience and transferable skills in a workplace setting.
- Explore a prospective career path.

- Improve skill base.
- Network with professionals for references and future job opportunities.
- Gain a competitive edge on job market or post-baccalaureate studies.
- Grow in your knowledge of technology and various software programs.
- Attend exclusive workshop opportunities.
- Earn academic credit for work done through the program.

Intern's Responsibilities

Responsibilities In General:

- Respond to Canvas notifications, emails, surveys, and meeting requests within a timely manner—**24-48 hours at most**.
 - » Use your @illinois.edu email to send emails to clients, as clients may overlook a message if it originates from a different email provider.
 - » Canvas messages are the expected method for communication between ATLAS coordinators and interns with status reports and assignments.
- Remember to always confirm meetings with staff and clients.
 - » Check your schedule to avoid double-booking.
 - » Use pen and paper or a document on your computer that you use each time so you know where your notes are located.
 - » Just highlight the key points. Plot the outline of your notes even before the meeting starts using an agenda or weekly task breakdown
 - » Prepare a written report immediately after the meeting and upload to Box under your projects folder
- Keep up to date on all your tasks and have weekly check-ins with internship staff or client to discuss your project.
- Strive to meet the Goals and Objectives that you created at the beginning of your internship. Look over them during weekly status reports to see if you have stayed focused on your goals
- Complete a self-evaluation on your job performance at the midterm.

[For Professional Development Tips click here](#)

Responsibilities on the Job:

- Be Professional.
 - » Dress professionally.
 - » Be a responsible and reliable intern. See Pre-Boarding Module for examples.
- Be a self-starter.
 - » Figure out what needs to be done and do it.
 - » Take initiative when you can; ask for guidance if you are uncertain.
- Have a set schedule with your client and report to work when scheduled.
 - » Make sure you know what to do when you arrive at work and how to log your hours. Your client might require something different or might have you check-in each time you come in for a shift.
 - » Develop a schedule that contains the hours you plan to work on your internship each week. This schedule should work with your class schedule, as well as any other obligations, and total 10-15 hours per week, most of which must take place during normal business hours. This schedule should be the same from week to week. (Please see the FAQ section for how to create such a schedule).
 - » **Give advance notice** if you cannot make your hours due to sickness, an exam, or for any other reason. Email both your client and the atlas-internships mailbox to let us know that you will not accomplish your scheduled hours that day.
 - » When requesting days off, give notification at least 3 business days in advance.
- Keep supervisor informed on what you are working on.

Meeting etiquette

- » Do not have phones out unless specifically stating why you have it out (paying meter; taking notes on it)
- » Only take notes during the meeting, do not work on the project while your client is there
- » Do not send emails during meetings
- » Be prompt in arriving to a meeting
- » Present yourself and your work in a positive manner
- » Listen, take notes and ask clarifying questions. Try to not waste time by coming to a meeting unprepared

Responsibilities with ATLAS Internship Staff:

- Fill out and turn in the weekly status reports in Canvas by 9:00am on Monday.
- Prepare a presentation for the project showcase that will be submitted to ATLAS Internship Staff. The presentation should be 5-10 minutes and contain a summary of what you worked on, what you learned, how you achieved your Goals and Objectives, and any other relevant information.
- Turn in a “Notes to Future Interns” at the end of the semester to atlas-internships@illinois.edu. This should be 1-2 pages that include anything that an intern coming into your position should know. This can include material such as resources, where the project should go next, tips, things you wish you had known ahead of time, etc.
- Inform your coordinator of any concerns or questions. Do not leave this to the last minute! The sooner staff know there is an issue, the sooner staff can help.

Student Leaders

Student Leaders Cohort will be selected to participate in LAS 399. From that group, applicants will be selected to serve in specific roles for future semesters.

Leadership opportunities often present themselves in different ways. In the ATLAS Internship Program Student Leaders may:

- be serving as a Team Lead for one or more teams in the ATLAS Internship Program
- be serving as a technical resource for students in specific roles
- be assisting full time coordinators in different capacities

Student Leader Eligibility

- Students have successfully completed 1 or more semesters in the ATLAS Internship Program
- Students apply and are accepted to take LAS 399 (a Spring Second 8 Week course)
- Students successfully complete LAS 399

Through an application process, students will be selected to participate in LAS 399, an 8-week course held in the Spring.

Goals and Objectives

Goals and objectives should provide the framework for an internship. Having a focus and specific goals will help you get the most of your internship. Creating your own goals will help you with status reports, the end of semester presentation, and will allow you to communicate to your next employer specific skills and experiences you acquired.

- You will have a 3-5 Goals and Objectives.
- One goal should involve technology, and one should involve communication. If you get stuck, use your position description for inspiration.
- These goals should follow the “**SMART**” goal format. A **SMART** goal is defined as one that is specific, measurable, achievable, relevant and time bound.
 - » **Specific:** Goals should be simplistically written and clearly define what you are going to do. The What, Why and How of your goals.
 - » **Measurable:** Goals should be measurable so that you have tangible evidence that you accomplished the goal. Usually, the entire goal statement is a measure of the project you will be working on, but there are usually several short term or smaller measurements built into the goal.
 - » **Achievable:** Goals should be achievable within the time frame of your internship. They should stretch you slightly out of your comfort zone but be defined well enough that you can achieve them. When you plan steps wisely and establish a timeframe you can meet almost any goal.
 - » **Relevant:** Goals should measure outcomes, not activities. They also should follow along with your job description or the work you will be doing for that semester.
 - » **Time-bound:** Goals should be linked to a timeframe that creates a practical sense of urgency or results in tension between the current reality and the vision of the goal. The time doesn't always need to be a semester long. It could be a mid-semester goal or a first week of the internship goal. However, without a little tension the goal is unlikely to produce a positive outcome.
- [Here is an additional resource if you wish to explore this concept further.](#)

Example Goals:

- I will learn to create organized Excel spreadsheets from scratch by the end of the first 8 weeks of my internship.
- Within the first two weeks of my internship I will work independently on finding productive solutions to technology issues discovered through the ticketing system

Communication

Communication with your client and the ATLAS Internship Staff is crucial to a successful internship. A lot of communication is via email.

- Your email should include: salutation, intro, purpose/details, closing, and signature.
- As stated above, make sure to use your @illinois.edu email, and respond promptly, within 24-48 hours.
- Due to the frequency of email communication, it is vital that you regularly check your email—including on breaks—and read each message carefully.

Professional Email Template

Hello/Dear (Person),

This is a sentence containing a greeting and well-wish of some sort. This next sentence is introducing yourself (if relevant). Now is the purpose of this email.

This paragraph goes into more detail about what is needed. For instance, this sentence discusses important information, such as how soon an answer is needed, the kind of answer needed, or any other information important to this situation. It is a good idea to break up the text with another paragraph if there is a lot of text.

This paragraph is to restate the initial request/purpose as a closing. Now to finish with a platitude, such as a “thank you for your time.”

Closing salutation,
Signature

What to Do When You Have Overcommitted Yourself

During the semester, if you realize you have overcommitted yourself, it is your responsibility to resign from your internship in a graceful manner.

Steps to resign:

- Schedule a meeting with a coordinator to discuss your situation, as there may be other options.

- Inform your client and ATLAS two weeks in advance of your final date.
- Write an email to your client that politely and professionally explains that you cannot continue with the program and includes your final date of work. Thank your client for the experience and their understanding. Copy atlas-internships@illinois.edu.
- Offer to put things in order and finish up any work possible before you leave so that your client and anyone else working on the project can continue with minimal disruption.

Accountability

Accountability starts with you. During the ATLAS Internship Program, you will have multiple responsibilities that will affect the outcome of your personal success as well as the project success. Listed below are steps that may be followed by an ATLAS coordinator seeking to implement progressive discipline.

This policy is designed to provide standard protocol to address problems related to intern performance or violation of ATLAS Internship Program policy. However, there may be situation where this policy does not apply. If an intern is identified as having performance problems or is suspected of policy violation, the assigned ATLAS coordinator and Program Director will be notified.

These individuals will meet to discuss the issue, conduct appropriate investigation of the situation and determine the appropriate follow-up that may include informal discussion with the intern, formal disciplinary action, a Performance Improvement Plan, and/or termination.

Interns may be disciplined for the following reasons:

- Unprofessional conduct regarding your project or towards client or Internship Staff including being rude or inappropriate.
- Repeated failure to respond to email.
- Repeated poor performance
- Repeated absenteeism or tardiness, including missing client meetings or scheduled work hours
- Repeated failure to meet 10-hour work requirement
- Failure to follow client or ATLAS directions including any required submissions, including status reports

ATLAS Intern Remediation and Discharge Policy

- 1. Written Warning:** A written email warning may be issued to the intern by ATLAS staff. This warning will specify the problem area(s) and state the expectations for improvement within a designated time frame. The intern will confirm their understanding by responding to the email within 48 hours. Failure to respond to the email will result in a one on one meeting. Please note: There may be instances when it is determined that a written warning and one on one meeting will be the combined as the first disciplinary step.
- 2. One on One Meeting with Coordinator/Director:** A meeting will be scheduled by email with the intern to have a one on one meeting with the ATLAS coordinator. The meeting will specify problem areas, state expectations for improvement within a designated time frame and explain the follow-up email procedure to confirm the intern's understanding of the expectations. The intern will have 48 hours to respond to the follow-up email. Failure to respond in the email will result in the initiation of a Performance Improvement Plan. Please note: There may be instances when it is determined that a one on one meeting will be omitted from the process.
- 3. Performance Improvement Plan:** A Performance Improvement Plan (PIP) occurs during a specific period when remediation is determined by the ATLAS Internship Program Director in consultation with ATLAS coordinators. Remediation may consist of actions such as [supervision time, assigned modules...] The intern will be closely monitored by the ATLAS coordinator during this time. If the intern has not adequately changed the behavior by the specified date, a PIP may be continued, or some other sanction may be implemented. The intern will be given a written statement of the PIP conditions.
- 4. Discharge:** If, after a thorough investigation by ATLAS staff, it is recommended that the intern should be removed from the ATLAS Internship Program due to policy violation, poor performance, or insufficient progress, there will be a meeting scheduled to discuss the discharge procedures with the intern.

FAQ's

Here is a list of commonly asked questions we receive:

How do I get academic credit for my internship?

- Schedule an appointment with your advisor and discuss it with them. They will be able to help you choose a course that best fits your academic track.

How do I create a schedule?

- Use an hourly daily schedule to arrange class, personal, and work commitments. Add internship hours after your other commitments have been accounted for.
- Send your client a copy of the schedule when you have finalized it, so that they know when to expect you in the office. If you are confused or struggling, come by the internship office, and someone on the staff will help you.

Can I work remotely?

- Some clients will require you to work on site. Others do not have the space, and as such, you will work remotely. If this is the case, the Internship Staff encourages you to work in either of the ATLAS Internship Offices, located in the English building or Foreign Language Building.

Can I work on weekends?

- The purpose of the program is to acclimate you to a professional environment. As such, you are expected to work during normal business hours. Some flexibility may be allowed with certain projects and clients.

What do I write in a status report?

- Detail what you worked on in the previous week, as well as what you plan to work on in the coming week. Try to answer each question with 2-3 sentences. Consult your Goals and Objectives and keep staff informed of how you are achieving them.
- If you have any questions or concerns regarding your internship, you can mention them. These are kept confidential and will not be shared with your client.

What do I wear to work/Is there a dress code?

- Some clients will expect professional attire. When working in the ATLAS Internship Office, however, there is no dress code. You should always dress more professionally for client meetings. Aim for business casual.

Who do I report to?

- This will depend on your client and project. The kick off client-intern meeting will answer this question. You are always welcome to ask internship staff any questions you may have. Please keep in mind, they may not know specific details regarding your project.

What do I do if I am sick or out of town?

- Email your client and the internship staff as soon as possible to let them know you cannot attend your scheduled work hours. If possible, give an approximation of when you will return.
- If you know you will be out of town in advance, request the time off from your client at least 3 business days prior.

I feel overwhelmed, and don't know what to do. Help??

- Schedule a time to meet with a coordinator or client to figure out your options.
- If you feel like you need to quit, please resign gracefully according to the section above entitled "What to Do When You Have Overcommitted Yourself."

How do I put this internship on my resume?

- The Career Center hosts resume consultations.

GLOSSARY

ATLAS: Applied Technologies For Learning In the Arts and Sciences

ATLAS Certification: Awarded at the completion of the semester for requirements either met or exceeded

ATLAS Internship Pre-Boarding Module: Required for semester Canvas course.

ATLAS Internship Program Handbook: To clarify requirements and responsibilities of the intern, client and ATLAS staff

Canvas: Learning Management System used by ATLAS Internship Program to collect submissions and communicate learning opportunities for successful internships

Client: Individual or Agency that agrees to offer technology-centered internship opportunity for students to gain hands-on learning in real work experiences

Client Kick-Off Meeting: The first meeting of the semester including client, coordinator and team members to make introductions and discuss details of the project

Course Credit: Interns may qualify to earn up to 3 hours of academic credit upon academic advisor approval

Intern: Undergraduate student in the College of LAS accepted in the ATLAS Internship Program

Intern Spotlight: Photo and biography of interns to highlight success in the ATLAS Internship Program

Mid-term Self Performance Evaluation: An ATLAS Internship requirement using a basic performance evaluation to self-rate skills and performance used to reflect on areas of success and potential growth

Module: a set of instructional information to offer step-by-step procedures, training or required learning

MOU: Memorandum of Understanding is an agreement between the intern and ATLAS Internship Program indicating the intended expectations for the intern to be in “good standing” for placement purposes

Note to Future Intern: An ATLAS Internship requirement to share gathered knowledge gained during the internship to future interns

Professional Development: Workshops, training, networking events that support internship success

Program Director: Oversees ATLAS Internship Program and has final decisions of critical issues in supporting appropriate placement of interns

Quiz: a format of submitting required information for the ATLAS Internship Program that will be used to indicate completion and give feedback

Show case: An ATLAS Internship requirement to present the details of the internship

SMART Goals: The chosen method of ATLAS Internship Program to create goals using the acronym SMART: Specific, Measurable , Achievable, Realistic and Timely

Status Report: An ATLAS Internship requirement submitted in Canvas to manage expectations of Intern, Client and ATLAS staff by tracking performance and progress during the course of the placement

Thank you cards: Signed by interns for any client, staff or team member who assisted with your internship

Talent/Photo Release Form: For intern to grant consent the use of their image, voice or both, in video, photograph or audio to the University of Illinois at Urbana-Champaign

Work Hours: 10-15 hours a week dedicated to the internship project, professional or personal development. Hours may be at the client's office, an ATLAS Internship office or remote



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