Applied Technologies for Learning in the Arts and Sciences
College of Liberal Arts and Sciences
University of Illinois Urbana-Champaign

English Building, Room 15
608 S. Wright St.
Urbana, Illinois 61801
# Table of Contents

Purpose of the Handbook ........................................................ 1  
Background on the Internship Program ......................... 1  
Requirements to be an ATLAS Intern .............................. 1  
Types of Internships .......................................................... 2  
Contact info ........................................................................ 2  
  
  Email .............................................................................. 2  
  Social Media .................................................................. 2  
Portray of a Successful Internship ..................................... 3  
  
  For the Intern .............................................................. 3  
  For the Employer ......................................................... 3  
  For ATLAS .................................................................... 3  
Benefits of an ATLAS Internship ....................................... 4  
Intern’s Responsibilities .................................................... 4  
  
  In General ................................................................. 4  
  On the Job .................................................................. 5  
  With ATLAS Internship staff ....................................... 5  
  Goals/Objectives ......................................................... 6  
  Communication ......................................................... 7  
  What to do when you have overcommitted yourself ....... 7  
Accountability ................................................................. 8  
FAQ’S ........................................................................... 9  
Forms ............................................................................. 10  
  
  Student Checklist ....................................................... 10  
  MOU ........................................................................ 10  
  Goals and Objectives Form ........................................ 10  
  Talent Release Form ................................................... 10  
  Schedule Template ....................................................... 10  
  Performance Evaluation .............................................. 10  
  Intent to Continue ....................................................... 10  
  Exit Survey ................................................................. 10  
  8 Ways to get the most out of your internship ............. 10
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, which functions as a consulting company, partners with academic units and helps students add technical skills while working on their degree. 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 250 students have come through the Internship Program, while working on over 100 unique projects and serving over 40 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. If matched with a client, students will be sent a placement offer. Students who accept will be required to attend an orientation and client kick off meeting, as well as sign a memorandum of understanding and a talent release form. At the completion of the semester, all interns will prepare a 5-10 minute presentation on their experience that will be submitted to ATLAS Internship Staff.
Types of Internships

While new positions are continually being created, a sample includes:

- Documentation Specialist
- Data Analyst
- Workflow Specialist
- Communication Specialist
- Website Content Strategist
- Software Developer
- Social Media Specialist
- Website Developer

Contact Info and Staff:

Email: Atlas-internships@illinois.edu

Social Media:

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

Staff:

Julia Hartman, Assistant Coordinator
Hannah Jones, Assistant Coordinator
Michelle Rome, Program Director

Work Locations:

English 15: Internship Office
Mary Kay Peer Lounge (English Atrium): Overflow Space
English 304: Pop-up fall office. Available at specific hours (to be announced)
English 112: Main ATLAS Office, and conference room
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

In general:

- Respond to emails, surveys, and meeting requests within a timely manner—**24-48 hours at most.**
  - Use your @illinois.edu email for everything, as clients and staff may overlook a message if it originates from a different email provider.
- Remember to always confirm meetings with staff and clients.
  - Check your schedule to avoid double-booking.
  - Bring materials to take notes at meetings to keep track of important information.
- 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.
- Complete a self-evaluation on your job performance at the midterm (it will be sent out by email).
  - You will evaluate your performance as an intern up to that point using a 5-point scale.
  - A 3 is a **good** score—it means that you are doing everything you should be. A 5 is reserved for an intern whose performance cannot be critiqued at all. The link is below in the forms section of this Handbook.
- For Professional Development Tips click here
On the Job:

- Be Professional.
  - Dress professionally.
  - Be a responsible and reliable intern.
- 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
  - 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. If you read this, email atlas-internships@illinois.edu with subject line “pineapple” and get 5 raffle tickets. 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.
  - When requesting days off, give notification at least 3 business days in advance.
- Keep supervisor informed on what you are working on.

With ATLAS Internship Staff

- Fill out and turn in the weekly status reports *every Sunday* by midnight.
- 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.
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.
- **Examples**:
  - I will learn to create organized Excel spreadsheets from scratch by the end of the first 8 weeks of my internship.
  - I will improve my public speaking skills by giving presentations to staff and clients.
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.
- Due to the frequency of email communication, it is vital that you regularly check your email—including on breaks—and read each message carefully.

Below is an example of a 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**

As an intern, you are making a commitment to do your best work. Your client is depending on you; as such, accountability is a priority.

Interns may be disciplined for the following reasons:

- Unprofessional conduct regarding your project or towards clients and Internship Staff.
  - Repeated failure to respond to emails, being rude or inappropriate in the workplace.
- Repeated poor performance.
  - For instance, if your client emails us concerned about your work.
- Repeated absenteeism or tardiness.
  - This includes missing a meeting with a client or not showing up for your scheduled hours.
- Not following instructions as requested.
  - For example, repeatedly failing to fill out status reports.

As a result of these, there is a progression of what actions the staff will take:

- Action 1: verbal warning.
- Action 2: written warning + sit down with ATLAS Internship Staff.
- Action 3: may be asked to leave the program.

**Note:** a missed meeting with a client is an automatic written warning.
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 this template to create your schedule. Add in when your classes are, as well as any other immovable obligations. Then from there, create a minimum of 2 hour blocks during which you will work on your internship. As a reminder, these blocks must total 10-15 hours per week. This schedule should not vary from week to week.
  - Send your client and internship staff 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 the ATLAS Internship Office, located in room 15 of the English building.

- **Can I work on weekends?**
  - The purpose of the program 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?

- We will be hosting a resume workshop, which should help answer this. The Career Center also hosts resume consultations.

Forms

- Student Checklist of what you need to do
- MOU
- Goals and Objectives Form
- Talent Release Form
- Schedule Template
- Job Performance Evaluation
- Intent to Continue Form
- Exit Survey
- View the 8 Ways to get the Most out of Your Internship