

# STATE OF WISCONSIN STUDENT DIVERSITY INTERNSHIP PROGRAM

Program Coordinator & Supervisor Guide  
2020



Dear Coordinators and Supervisors,

*Welcome to the State of Wisconsin Student Diversity Internship Program!*

The Division of Personnel Management (DPM) would like to thank you for participating in the program. The objective of the contents within this document is to serve as a guide for the internship program process.

In this guide you will find a summer internship timeline, supervisory roles and responsibilities, mentoring and networking, intern orientation checklist, evaluation forms and a checklist to help manage the activities of your summer intern(s).

If you have any questions regarding the program or have other resources to share, please feel free to contact us. We hope your experience with your intern(s) will be productive and rewarding.

Thank you for your participation and support.

Sincerely,

Molly Pursian  
Coordinator  
Bureau of Merit Recruitment and Selection

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## DIVERSITY INTERNSHIP PROGRAM INTRODUCTION

The State of Wisconsin Student Diversity Internship Program assists state agencies and universities in promoting workplace diversity by providing a pool of candidates who are racial/ethnic minority students, female students, veteran students, and students with disabilities. The program provides students with practical, on-the-job experience, training, and exposure to the Wisconsin civil service system. Many program alumni have succeeded in obtaining employment in state government as limited term or permanent classified state employees.

As supervisors, you will impact various aspects of your intern(s) career as they enter the job market to pursue career opportunities. The internship experience will introduce government service to students as a viable employment option upon graduation. The intern(s) will gain professional work experience and exposure to government operations that will add to their work portfolio. Also, state employers will benefit from the talent and new insight each intern provides. This is a win-win opportunity for both the intern(s) and the State.

The Student Internship Program is a tremendous opportunity to advance our overall efforts to maintain a diverse and talented workforce serving Wisconsin. With the positive experience the State provides, the program will give the intern(s) the ability to share their experiences with classmates, professors and/or counselors.

## INTERNSHIP TIMELINE OVERVIEW

### **March to April**

Interviews for summer intern(s).

### **June**

All interns, supervisors, and managers are encouraged to participate in the State of Wisconsin Student Diversity Internship Program Employment Seminar in June. At the Employment Seminar, the State will provide interns with information about being successful in their internship, how to market themselves for success and make the most of their internship experience.

### **August/September**

Typical end of summer internships. Please complete the Program Evaluation located on the DPM-website and return to [wiscjobs@wisconsin.gov](mailto:wiscjobs@wisconsin.gov) by August 30, 2020.

## Wisconsin State Government 2020 Internship Timeline Sample

Activities	Dates
Agency call for internship positions. Email sent to agency staff requesting diversity internship positions	December 16, 2019
Internship Job Announcement posted to Wisc.Jobs, promotional materials and publications available and sent to community organizations	January 6, 2020
Deadline for agencies to submit internship positions	January 27, 2020
DPM processing of student applications and DPM student	January 13 – March 13, 2020
DPM processing of applications	
First Application Reviews	January 31, 2020
Second Application Reviews	February 14, 2020
<b>Student Application Deadline</b>	<b>March 2, 2020</b>
Final Application Reviews	March 13, 2020
DPM student Interviews (if necessary)	February - April 2020
Agency Interviews	March 9 - 27, 2020
Student Interviews at agencies	March 23 - April 10, 2020
Internship Start Date	May 11 or 26, 2020
Internship Orientation (for interns and supervisors) Pyle Center	June 2, 2020
Program Evaluations distributed to interns, coordinators, and supervisors	August 14, 2020
Networking and/or Training Event(s) (tentative)	June 19, 2020 July 10, 2020 July 24, 2020 August 7, 2020
Internship End Date/Networking Event Program Evaluations due	August 21, 2020

## SUPERVISOR'S ROLE'S AND RESPONSIBILITIES

### Preparation

Prior to the start of the internship, prepare a general job description for each intern, request necessary office equipment including office space, computer, system access, telephone and security cards. Ensure that tasks and roles for the intern are well defined and that internal stakeholders are aware and ready to work with the intern, where applicable. Please make sure to draft an appointment letter and/or order any necessary paperwork or schedule visits with Human Resources and Payroll.

### Work and Training Plan

In the first week, supervisors should provide a work and training plan for the intern(s) with specific tasks on meaningful projects. Here are a few tips for managing projects with your intern(s):

- Assign intern(s) to projects which align with their interests and tasks that are aligned with agency goals.
- Provide completion deadlines for each project.
- Be responsive to the intern(s) questions; investing a small amount of time will help the intern(s) be more productive and your experience together more mutually beneficial.
- Ask about their goals and expectations. Provide assistance to help meet their goals.

Please include interns in all staff meetings related to the projects they are working on. Introduce your intern(s) to all staff members on your team at your first meeting. Including interns as members of your team will help them to better understand the range and scope of the projects they are working on.

Schedule a weekly meeting time of 15-30 minutes to check in with the intern(s) about projects, work related issues and questions. If the intern(s) are doing well on tasks or if there are areas where you think they can improve, let them know. Feedback regarding their performance will help them grow and add value to your work environment (See the enclosed Intern Orientation Checklist).

There may be other projects in other divisions where the intern(s) may contribute their talents and abilities. Allowing interns exposure to other areas within your agency will broaden their knowledge of the State of Wisconsin. Recommend that your intern(s) record their experiences for use in interviewing for future positions.

## MENTORING AND NETWORKING

### Mentoring

A mentor is defined as a trusted counselor or guide. The definition implies more than a superficial relationship between supervisor and intern(s). Mentors help to develop the careers of their mentees. Many professionals in the workplace benefit from guidance from one or more mentors.

In addition to the basic responsibilities of a supervisor, a mentor makes a personal connection with the intern(s). A mentor shares personal insights and professional wisdom with the intern(s) about their lives and interests and establishes a professional relationship. Here are some suggestions:

Encourage creativity and support the intern(s) to develop their ideas.

- Give constructive feedback on projects.
- Offer to review their resume and future career goals.
- Introduce interns to management staff in the organization.
- Interact with your intern(s) on a daily basis.
- Share with your intern(s) your policies on office etiquette.

### Networking

It is important to develop connections with co-workers within your division and other departments.

Here are some suggestions:

- Introduce your intern(s) to other interns early in their appointment.
- Create an email list of interns in your agency to share social events like organizing a weekly lunch or doing something together on the weekend.
- Have a brown bag lunch opportunity with an Administrator from the agency where this person shares helpful career information with intern(s).
- Encourage your intern(s) to create a profile on the professional networking site, [LinkedIn](#) (See [Resources Section](#) for web address to LinkedIn)
- Invite your intern(s) to meetings, lunches, trainings, and conferences where they can interface with other intern(s), co-workers, managers, etc.

## INTERN(S) ORIENTATION CHECKLIST

This may be your intern's first professional business position. There are many details that should be shared with your intern(s) in the first few weeks of employment.

Use this checklist as a guide for your orientation with your intern(s).

### **Anticipated duration**

Expected start and end date of internship, taking into consideration the semester start and end dates for the intern(s).

### **Work schedule**

Start and end time, lunch, breaks, etc. Make note of any previously approved time off (e.g., summer vacation, class schedule, etc.) Schedule weekly meetings with the intern(s) and supervisor.

### **Important dates/events**

Include the intern(s) in special meetings, seminars and training that you expect your intern(s) to attend. Invite intern(s) to attend the summer Employment Seminar.

### **Workspace and materials**

Make sure your intern(s)' workspace is comfortable, has supplies and necessary materials. Show the intern(s) where they can obtain additional materials.

### **Co-workers and key contacts**

Introduce your intern(s) to co-workers and other key contacts (e.g. Administrator, Human Resources, Directors, etc.). Explain when intern(s) might need to contact particular individuals and show the intern(s) where necessary contact information can be obtained.

### **Facilities and parking**

Give intern(s) a tour of facilities. Explain fire, tornado, emergency drills, etc. Also assist with bus information and/or parking options.

### **Work etiquette**

Discuss your expectations including the work rules, dress code, phone use, computer use, noise levels, etc.

### **Policies and procedures**

Ensure the intern(s) is familiar with state and agency policies on reasonable accommodation, harassment-free environment and a respectful workplace.



## INTERN(S) PLANNING WORKSHEET

**Supervisor:** \_\_\_\_\_

**Mentor and/or other involved staff:** \_\_\_\_\_

\_\_\_\_\_

**Learning Goals:**

List any goals you or the intern(s) may have and include specific experiences that would help to attain those goals.

**Primary Project(s):**

**Description of Duties:**

**Opportunities to Add Value:**

Opportunities may include a meeting with the Division Administrator or an Agency Head, staff events (team building, picnic, etc.) as well as other work-related opportunities.

## INTERN(S) PLANNING WORKSHEET -- SAMPLE

**Supervisor:** Jane Doe

**Mentor and/or other involved staff:**

Jim Jones, Betty Lewis and Mack Stein

**Learning Goals:**

List any goals you or the intern(s) may have and include specific experiences that would help to attain those goals.

- Work on Projects with the Bureau
- Learn about what personnel do in other bureaus

**Primary Project(s):**

The projects the intern will be working on this summer include:

- An analysis and summary for 2020 Workforce Planning
- Assist in the 2020 internship employment seminar
- Assist with developing marketing material for the 2020 internship program
- Other duties as assigned

**Description of Duties:**

- Assist with writing reports and projects
- Work on SharePoint website

**Opportunities to Add Value:**

Opportunities may include a meeting with the Division Administrator or an Agency Head, staff events (team building, picnic, etc.) as well as other work-related opportunities.

- Plan activities to promote Wellness
- Create graphics for new website

## MID-TERM EVALUATION FORM -- SAMPLE

Intern Name: \_\_\_\_\_

Supervisor Name: \_\_\_\_\_

Date of Hire: \_\_\_\_\_

Date of Evaluation: \_\_\_\_\_

### Overall Rating of Intern

{ Rating scale: 5~Excellent, 4~Good, 3~Average, 2~Needs Improvement, 1~Unsatisfactory }

Quality of Work	
Timeliness in Completing Work	
Initiative	
Judgment	
Attendance	
Punctuality	
Interaction with Supervisor	
Interaction with Co-workers	

What are the intern's strengths? \_\_\_\_\_

What are the intern's weaknesses? \_\_\_\_\_

What suggestions/recommendations do you have to help the intern improve and/or make the internship more meaningful?

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## 2020 INTERNSHIP PROGRAM EVALUATION – STUDENTS -- SAMPLE

Student Name (optional): \_\_\_\_\_ Agency: \_\_\_\_\_

***Please complete the Student Diversity Internship Program evaluation. Your feedback is valuable and will be considered for future improvements to the program.***

### *I. Your Attendance:*

1) Did you attend the Internship Program Orientation Seminar?	Yes	No
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### *II. Please rate your satisfaction level:*

	Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied	N/A
Satisfaction with program application process						
Interview experience						
Gained relevant experience and career skills						
Timeline of process						
Orientation Seminar						
Overall Satisfaction with the Internship						

### *III. Have you ever participated in another internship program? If yes, how did your experience with the Student Diversity Internship compare to that internship?*

Yes No N/A

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### *IV. Suggestions for Improvement:*

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### *V. Additional Comments:*

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Please return the completed form to [wiscjobs@wisconsin.gov](mailto:wiscjobs@wisconsin.gov) by August 21, 2020.

## AGENCY INTERNAL RESPONSIBILITIES FOR COORDINATOR OR DESIGNEE

- Review policies and procedures and recommend changes as necessary, so the process flows smoothly.
- Review the Student Diversity Internship Program goals with supervisors and develop internships that meet the needs of the agency.
- Return to the Division of Personnel Management Internship Coordinator, all interns' names and completed forms in a timely manner.
- Assist department supervisors in the processing of applications for the Student Diversity Internship Program.
- Ensure compliance with federal, state and local laws in the interview process.
- Serve as liaison between DPM Internship Coordinator and the agency supervisors.
- Inform the DPM Internship Coordinator of any issues regarding the intern(s).
- Ensure that equal employment opportunities policies and procedures are adhered.
- Assess the agency's Student Diversity Internship Program and hiring patterns in order to ensure agency goals and objectives are met.

## RESOURCES

### Internet Links for Mentoring:

Mentor Scout: <http://www.mentorscout.com/news/>

LinkedIn: <http://www.linkedin.com/>

GovLoop: <http://www.govloop.com/>

Career Onestop News RoundUp: <https://www.careeronestop.org/News/news-roundup.aspx>

## INTERNSHIP PROGRAM - MOST FREQUENTLY ASKED QUESTIONS

**Question:** How do I create an internship position?

**Answer:** Set goals - Assess your agency/division internal needs and determine where an intern can be most useful and most beneficial. Create a detailed job description that includes work that is easily documented and creates a resume-building experience for the intern. Document how an internship program can help your organization reach its objectives, talk with your senior management, Affirmative Action Officer, Agency Internship Coordinator and/or Human Resources to get approval.

**Write a plan** – After you have received the green light, carefully plan your internship program in advance so that every aspect of the program needed to be successful is in place. Draft a job description that clearly explains the job duties. Do you want someone for a specific project or general support around the workplace? Discuss your intern(s) salary or compensation structure with Human Resources. Have a staff member/mentor take ownership of key roles and responsibilities to ensure implementation will move forward and that the internship program will run smoothly once in place. Make sure intern(s) supervisors have the time and resources to effectively manage the intern(s) and the program itself. For more details on the program, please see the Guidelines and Procedures.

**Question:** What is the application process?

**Answer:** Applicants need to complete the application process on the Wisc.Jobs web site. Complete details of the process will be defined in the job announcement.

**Question:** Who is the Agency Internship Coordinator for each agency?

**Answer:** Check with your Affirmative Action Officer and/or Human Resources.

**Question:** What are the roles/responsibilities of the Agency Internship Coordinator?

**Answer:** Complete details of the roles/responsibilities for the Agency Internship Coordinator are attached.

**Question:** When do I start my interviewing process?

**Answer:** Upon receipt of the student applicants you may start contacting the applicants for interviews. Please remember the interns are interviewing constantly with other private and public sectors for employment, so to ensure you get your first student selection, you must act quickly. Please plan to have your interviews completed by mid-May 2020.

**Question:** What are the advantages of having an internship?

**Answer:** Refer to the Benefits of Having an Intern.

**Question:** Are there Position Description (PD's) available?

**Answer:** Refer to the sample copy of a position description.

**Question:** Are there Work Plans (WP) available?

**Answer:** Refer to the Supervisor's Guide for an example of the Intern Planning Worksheet.

## MOST FREQUENTLY ASKED QUESTIONS (continued)

**Question:** Is there someone available to help prepare a PD or WP?

**Answer:** Talk with your Agency Internship Coordinator and Human Resources Department or feel free to contact the Bureau of Equity and Inclusion. We will be more than happy to assist you.

**Question:** What projects, jobs or functions are needed most in your agency/division?

**Answer:** The supervisor, Affirmative Action Officer and/or Agency Internship Coordinator should assess what unmet projects, jobs or functions can be done by with an intern.

**Question:** I am interested in an intern, who do I ask in my agency/division for an intern?

**Answer:** Talk with your Affirmative Action Officer, Agency Internship Coordinator and/or Human Resources.

**Question:** Are the internships paid or unpaid?

**Answer:** Internships are paid.

**Question:** Who pays the interns?

**Answer:** Each agency is responsible for their intern(s) wages and salary. Pay will be at the discretion of each agency and in accordance with the comp plan

**Question:** How much should I pay the intern(s)?

**Answer:** This depends upon the classification, your supervisor and/or Human Resources will help you determine the appropriate classification.

**Question:** How many hours should my intern(s) work?

**Answer:** This depends upon the nature of the job, your supervisor and/or Human Resources will help you determine the number of hours. LTE staff are limited to 1039 hours per year.

**Question:** How do I manage my intern?

**Answer:** Please refer to Student Diversity Internship Program Supervisor's Guide.

**Question:** When do I receive my applicant list?

**Answer:** Approximately during mid-March, if we have a diverse referral list, you may be receiving the list earlier.

**Question:** Can two divisions share the same intern?

**Answer:** Yes, however our objective is to expose as many students as possible to a work experience. When possible, a second intern should be sought to fill the division's needs.

**Question:** Is there a limit to how many interns my agency can have?

**Answer:** No, the more interns to participate in the program the better.

## Position Description -- SAMPLE

**Position Summary:** Under the general supervision of the Administrator and the Student Diversity Internship Program Coordinator, this position provides administrative support for the Enterprise Recruitment team.

### **Percent Time**

### **Duties**

- 50% Perform administrative support services for Student Diversity Internship Program.
- Assist coordinator in managing the internship database.
  - Verify student status, enter and update information into the database.
  - Assemble materials and handouts.
  - Assist in coordination and implementation of program events such as the Summit, Employment Seminar, college recruitment fairs and other recruitment programs.
  - Organize and set-up meetings.
  - Provide information and customer service to agencies/interns via telephone or email.
- 20% Perform administrative support services for special projects.
- Assemble brochures and pamphlets.
  - Answer telephone as needed and provide information as appropriate.
  - Assist with photocopy assignments as needed.
  - Organize files.
  - Print labels and prepare mailings.
- 20% Perform administrative support services for special reports.
- Research report topics
  - Draft initial report text
- 10% Miscellaneous duties as assigned by the Director of Merit Recruitment and Selection
- Prepare Procedural Manuals for the Bureau.
  - Assemble brochures and pamphlets.
  - Assist with photocopy assignments as needed.
  - Organize files.
  - Print labels and prepare mailings.

### **Knowledge and Skills Required:**

- Good oral communication and team working skills.
- Good customer service skills.
- Working knowledge of office equipment, including use of computers, printers, scanners, copy and fax machines.
- Ability to use Microsoft Office including Word, Excel, Outlook and the Internet.
- General time management skills.



## Benefits of Having an Intern

**Find future employees:** Internships gives you the opportunity to see potential future employees in action before making a full-time commitment. Interns are highly motivated pre-professionals. College campuses are viral societies, this means if your agency/division impresses one class of interns, word will quickly spread and you will find the most sought-after student(s) talents are interested in working with you.

**Agency benefits:** You can think of an internship as a three-month job interview. Students bring new perspectives to old problems. Hiring a student intern is the most effective way to evaluate their potential as a full-time employee. When you “try out” candidates via the State’s summer internship, you make fewer mistakes when it comes to full-time staffing.

**Increase productivity:** Setting up an internship in your agency/division allows you to take advantage of short-term support. You will receive quality candidates for temporary or seasonal position and projects. You will have freedom for professional staff to pursue more creative projects. The extra set of hands help your employees be more productive, prevent them from becoming overburdened by side projects, as well as free them up to accomplish more creative tasks or those where higher-level, strategic thinking or expertise is required.

**Enhance perspective:** It is not just the extra set of hands that make interns advantageous. Interns brings with them novel perspectives, fresh ideas and specialized strengths and skill sets. These augment the abilities of your professional workforce.

**Utilize low-cost labor:** You will have access to a flexible, cost-effective workforce. Interns are flexible, cost-effective work force not requiring a long-term employer commitment. Interns are a proven, cost-effective way to recruit and evaluate potential employees. Moreover, while their wage requirements are modest, they are among the most highly motivated members of the workforce.

**Support students:** Students gain experience, develop skills, make connections, strengthen their resumes, learn about their field and assess their interest and abilities. Offering a paid internship is particularly beneficial, because it enables economically disadvantaged youths to participate. Students who have to help fund their own schooling will need a job, regardless. Providing an internship allows that job to facilitate a positive future.

**Benefit your agency/division:** Many intern students feel they will get more hands-on training, real experience and mentoring opportunities during an internship. Be sure to have a learning tool in place. When interns are looking for full-time work, the top talent often remembers their learning experience, because learning is the leading draw.

**Employer takeaway:** In terms of both today’s workload and tomorrow’s workforce, having an intern is an excellent way to facilitate success in your agency/division, plus visibility of your agency/division is increased on campus.

## What to Interns Want from an Internship?

### **Give us real work**

It cannot be said too many times that interns want to work and learn. An internship can help you get a job done that you could not otherwise.

### **Do what you say and say what you do**

Be honest with your interns about what they can expect during their internship. Explain their job duties. Honesty does not cost you anything and it will make the intern(s) feel that much more respected.

### **Give us feedback**

Remember that interns are students and they may not have the business skills and experience that you take for granted. If your intern(s) makes an error, just pull him/her aside and explain how the situation should be handled in the future.

### **Include us when you can**

Is there a staff meeting that they can attend? Can they quietly tag along to the next project meeting? Headed to lunch with a couple of people in the office? Please include them in the daily life of your workplace. After all, if you provide a little more perspective on the intern's work, the product will be much better.

### **Please explain**

When you assign work, make sure you give detailed explanations. While the work may seem trivial and obvious to you, it may not be obvious to someone who has never done it before. Patience and a few extra minutes at the beginning will payoff later when your intern(s) can produce good work independently.

### **Give us a mentor**

Make sure that intern(s) have a mentor or supervisor to provide guidance. Make it someone who truly likes to teach and the experience will be even better.

### **A minute of your time please**

The best mentor in the world is useless if he/she cannot or will not spend the necessary time mentoring. As newcomers, intern(s) may not speak up if they are feeling ignored, so the burden of making sure they are involved and engaged is on the mentor. If the Lead Supervisor in the office wants to be the designated mentor, he or she should schedule regular times to meet with the intern.

### **Be prepared**

That wonderful day has arrived and the intern goes to start their internship only to learn that no one knew they were coming and there is no place for them to work. It is amazing how many employers hire an intern and do not think about the fact that they will need a desk, chair, telephone and a computer in order to do the task assigned. It is no fun and not efficient to move an intern from desk to desk as people are out one day to the next. If you want to get a job done, you need to supply the intern(s) with the tools to do the job.