



CENTER FOR ADVANCED PROFESSIONAL STUDIES

Thank you for agreeing to provide an internship experience for a Blue Valley CAPS student. CAPS is an example of how business, community and public education can partner to produce personalized learning experiences that educate the workforce of tomorrow and internships are a critical element in the program.

By participating in an internship, CAPS and the student understand the following:

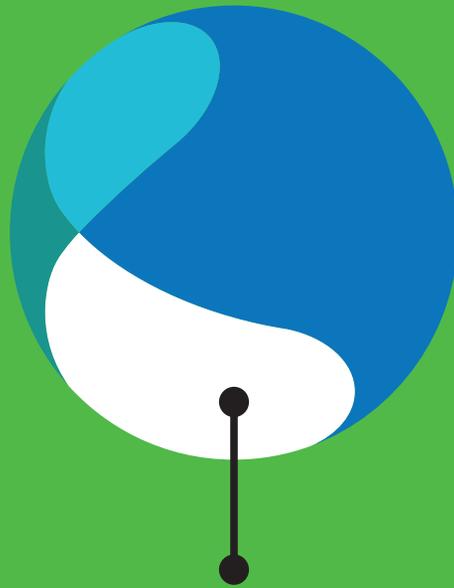
- The internship is similar to training which would be given in an educational environment;
- The internship experience is for the benefit of the intern;
- The intern does not displace regular employees, but works under close supervision of existing staff;
- The employer that provides the training derives no immediate advantage from the activities of the intern; and on occasion its operations may actually be impeded;
- The intern is not entitled to a job at the conclusion of the internship; and,
- The intern is not entitled to wages for the time spent in the internship.

Please do not hesitate to contact me should you need additional information.

Regards,

Chad Ralston

Director, Blue Valley CAPS



# ◊—>>> **WHAT IS THE CAPS** <<<—◊ **INTERNSHIP PROGRAM?**

The CAPS Internship Program provides CAPS students with the opportunity to gain real-world, hands-on work experience in professional work environments that relate to their academic and career interests, and prepares them for future jobs. The program is also designed to provide employers an opportunity to guide and evaluate future talent.

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## CENTER FOR ADVANCED PROFESSIONAL STUDIES

### Student Benefits

*As a student, there are many benefits to working in an internship. Statistics repeatedly show that employers prefer new hires that have gained relevant work experience through internships and make full-time job offers based on these experiences. As a student intern, you will:*

- Gain industry knowledge and explore career options in a field of interest
- Strengthen knowledge of the job search process including developing a resume, cover letter, LinkedIn profile, and networking and interviewing skills
- Enhance professional skills necessary for success in the workplace
- Explore career opportunities in a challenging economic environment
- Make valuable contacts and grow professional networks
- Earn college credit

### Eligibility

Current CAPS students who have completed a minimum of one semester at CAPS may apply for internship positions.

### Internship Hours and Compensation

Internships may be part-time or full-time and may be paid or unpaid. Organizations determine if an internship is part-time or full-time, unpaid or paid, and the rate of pay. Students may not receive compensation if they are working in an internship during school hours.

### Interview and Selection Process

Companies are responsible for interviewing students and making job offers for internship positions. The interview preparation section of this handbook provides information to assist students in preparing for interviews.

### College Credit

Students participating in an internship role may be eligible to earn one hour of college credit through Johnson County Community College. Once internship offers are accepted, students apply for college credit by completing an Internship College Credit Form, and submitting the form to their CAPS Instructor. In order to receive college credit, the form needs to be submitted by the deadline date listed on the form.

### Pre-Employment Requirements

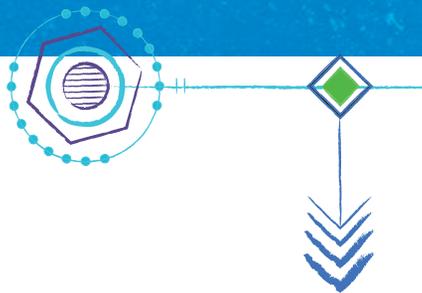
Once an internship offer is accepted, hiring organizations may require students to complete pre-employment paperwork, including an I-9 form which verifies identity and provides employment verification. Students need to be prepared to provide documentation including a driver's license, an ID card issued by the State, or a passport, as well as a Social Security card. Companies may also ask students to complete a drug/alcohol screen and a background check.

### Company Orientation

Normally on the first day of an internship, companies meet with students to orient them to the company including reviewing company policies and procedures, discussing behavior/performance expectations, projects, work and training schedule, and meetings with supervisors.

### Evaluation Process

One way for students to receive the maximum educational value and college credit from internship assignments is to have supervisors provide feedback on students' performance. Supervisors will be asked to provide students with verbal and written evaluations. Students will be asked to complete a self-appraisal as part of the evaluation process.



## STUDENT FAQ'S

### **What if I accept an offer and then receive a better offer?**

Carefully evaluate each offer. Make a list of the pros/cons of each position. If you believe the second offer is the best choice for you and better fits your career goals, contact the first company and explain that you received a second offer that you believe is a better fit. Be honest and offer an apology. Thank the company for their time and interest in you.

### **What if I find an internship opportunity on my own?**

There may be occasions where a student learns of an internship position from a source other than CAPS. Follow the organization's application and interview process. Once a job offer is received, students may apply for college credit following the previously outlined procedure.

### **Who do I contact if I have questions about the CAPS Internship program?**

Contact your CAPS instructor of Jennifer Collet, CAPS Business Development Specialist, [jcollet@bluevalleyk12.org](mailto:jcollet@bluevalleyk12.org) or 913-239-5939.



## Employer Benefits

*Both in terms of today's workload and tomorrow's workforce, an internship program is an excellent way to facilitate success in your business. As an employer, a student internship program will provide:*

- A pipeline of quality candidates to fill entry-level needs
- A source of fresh and diverse talent for new insight and ideas
- An opportunity to select, train and influence the best and brightest prospective talent
- Project help to meet current workload challenges
- A plug-and-play community service program that supports existing public relations strategies
- Training and development opportunities for managers and mentors

## Company FAQ's

### **How do we find CAPS interns?**

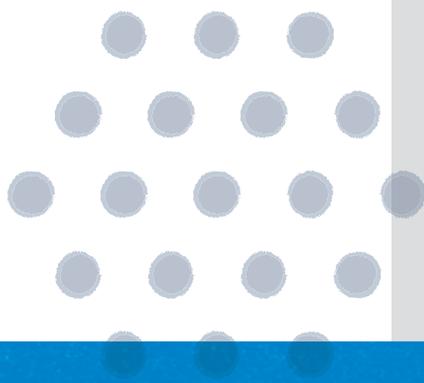
CAPS students or recent graduates that are looking for an internship will need to first complete an internal application, which includes their resume and a cover letter. Representatives from companies looking to host interns review resumes, interview candidates, and select interns with the qualifications that are most suited to their needs.

### **How does a company register to participate?**

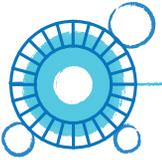
Companies interested in hosting interns through this program should contact Jennifer Collet, CAPS Business Development Specialist, [jcollet@bluevalleyk12.org](mailto:jcollet@bluevalleyk12.org) or 913-239-5939.

### **What is the process for reviewing applications?**

The review of candidates for internships is done exclusively by the host companies and they will proceed to reach out to candidates with the qualifications that are most suited to their needs. The host company will be responsible for any pre-employment screening.



# GETTING STARTED



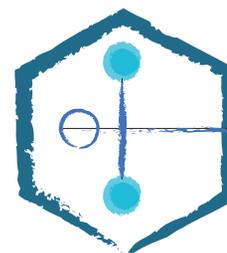
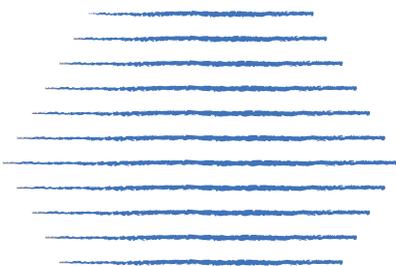
First things first: What makes a good intern? And if you aren't sure where to begin, our CAPS Internship checklist will get you off to a great start.

## Student Internship Best Practices

- Wear appropriate business attire, based on the company's dress code policy
- Be professional when talking with your supervisor and other employees
- Report to work on time
- Be a good, active listener
- Ask for and be receptive to feedback
- Be open to instruction and advice
- Ask questions and engage with your supervisor to gain knowledge about your job, company, industry, and professions of interest
- Be a problem-solver
- Support and collaborate with other team members
- Be eager to learn and show initiative
- Follow through on your commitments, completing projects within assigned timeframes
- Present needs in an articulate way
- Exhibit a professional attitude
- Maintain confidentiality
- Ask your supervisor to provide a recommendation and endorse you on LinkedIn at the end of your internship
- Document your internship successes by developing an **Internship Portfolio** (see page 6)

## Internship Checklist

- Read the CAPS Internship Handbook
- Have your resume and cover letter(s) reviewed by a CAPS resource
- Prepare a portfolio to highlight experience, skills and talents
- Conduct research on target companies and industries
- Polish your 30-second elevator pitch for short encounters with potential employers
- Identify three individuals to serve as references
- Work on interview skills and practice responses to typical questions in a mock interview
- Have a professional-sounding voice mail in case an employer calls
- Create your LinkedIn profile
- Send thank you letters after each interview
- Complete the CAPS Internship Self-Appraisal Form during the last two weeks of your internship. Give your Supervisor a copy of the form
- Schedule a meeting with your supervisor for a performance review. Give your CAPS instructor a copy of the review.
- Ask your Supervisor to write a recommendation for you on LinkedIn
- Write thank you notes and send to your Supervisor and other employees you worked with during your internship



# INTERVIEWING 101

**Don't freak out at the prospect of an interview. We've compiled some handy tips to give you the know-how to hit it out of the park come interview day.**

## Types of Interviews

*There are different types of interviews serving diverse purposes. Knowing what to expect can help you achieve your goals.*

### Informational or Networking Interview

The objective of this interview is to ask for advice and learn more about a particular career field, employer or particular job. Interviewing experts in their field is one more way to become more occupationally literate. The knowledge that you gain here will make you a sharper and more informed. You will also make a contact and further develop your network.

### Screening or Telephone Interview

A phone interview is a very cost effective way to screen candidates. These can last anywhere from 10 to 30 minutes. You should prepare for it like an open book exam. It is recommended that you have in front of you your resume, the job description, a list of references, some prepared answers to challenging questions and perhaps something about the company. The vast majority of communication is non-verbal. Because they can't see your body language, it is critically important to have positive and polished answers with energetic tone and inflection. Be sure to ask what the next step is.

### Individual Interview

This is the most common type and often called a "personal interview." It is typically a one-on-one exchange at the organizations' offices. In order to best prepare you will want to know the length of the interview which can usually range from 30 to 90 minutes. If the interview is 30 minutes you have to be concise and have a high impact with your answers. If it is 60 or 90 minutes you will want to go into much more depth and use specific examples to support your generalizations.

## Common interview questions

*Below is a list of sample questions commonly asked by recruiters for internship positions.*

- Why are you interested in working for us?
- What would you like to gain from your internship experience?
- What are your top 3 strengths? (Be prepared to share an example of each of your strengths)
- Tell me about a team project you've participated in at CAPS. What was your role? What was the outcome of the project?
- Give me an example of a presentation you made. What kind of feedback did you receive?
- How do you plan, organize and prioritize your work?
- Give me an example of a time when you were really disappointed. How did you handle this? (Think of a school project or work related example; show how you overcame this in a positive light or what you learned from the disappointment.)
- Tell me why you think you would be a good fit for our company.
- Tell me about a time that you worked with a difficult/challenging individual on a school or work project. How did you deal with this person? What was the final outcome?
- Give me an example of a time where you went beyond the call of duty at school or at work. What did you do? What was the final outcome? How did you feel about this?
- Give me an example of a problem you did not know how to solve. How did you solve the problem? What was the end result?
- Tell me about a technical skill you learned on your own.
- Tell me about a time you had to meet a tight deadline. How did you handle this? What was the final outcome?
- What would your CAPS Instructors tell me about you? How would they describe you? What would your friends tell me about you?
- Questions to ask during an interview
- Can you tell me about the team I would be a part of?
- What types of projects would I be working on?
- What are the traits and skills of a successful intern in your company?
- How many hours per week would I be working in the internship?



# INTERNSHIP TAKEAWAYS

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**Don't let your hard work won't go to waste. There are several ways you can document your experiences—and use them to propel you to future success.**

## Internship Journal

*The purpose of keeping a journal during your internship is to assist you in documenting your hours, noting information if you are seeking college credit, and assisting you in your personal growth and career exploration. The following prompts can give you some ideas about what to observe and write about, and help you make the most of your experience.*

- What are your goals and expectations for your internship?
- What do you hope to learn and/or achieve during your internship?
- Describe your first week impressions of your internship.
- Describe the physical environment where you work. Be specific.
- Describe the type of business or organization for which you are working.
- Describe the person with whom you have worked most closely.
- What do you like the most about your internship so far? What do you like the least so far?
- What is frustrating? Satisfying?
- How is your internship different from school?
- What feedback have you received from your Supervisor so far? What feedback have you received from your co-workers so far?
- What education, certifications or experience does one need in order to hold a major position at the organization where you are working as an intern? For example, what type of degree, how much experience? Would you choose this as a possible career based on these requirements?
- What do you believe is your biggest strength as an intern?
- What do you believe is your biggest weakness as an intern? Explain one thing that you believe you have failed at or would like to have done better.
- What new skills have you gained in your internship, including use of technology?
- Have you met the goals you developed for your internship?

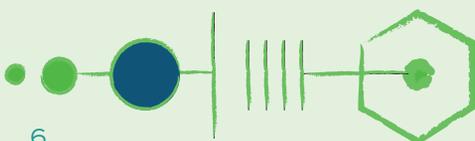
## Internship Portfolio

*Students are encouraged to develop a portfolio of work accomplished during the internship experience. Your CAPS Instructor can provide additional information on specific portfolio items you are required to complete. This is a requirement if applying for college credit.*

- Samples of work from your internship projects
- List of skills learned throughout internship
- Descriptions of individual and team projects
- Project photos, if applicable
- Networking Interview—conduct at least one interview with a professional (other than your supervisor) at the internship site
- Journal about your internship experience
- Update your resume and LinkedIn profile, include internship projects and new accomplishments.
- Invite professionals you work with at your internship organization to connect with you on LinkedIn
- Ask your Supervisor to write a recommendation for you on LinkedIn

## Internship Self-Appraisal

- What did you accomplish during your internship program? (new skills learned, relationships developed, projects accomplished, etc.)
- Based on your experiences since beginning your internship, what would you do differently? (E.g. lessons learned)
- What did you discover about yourself during your internship?
- What are some areas for improvement you would like to target in your next internship/job?
- Describe the career progression you see for yourself. What role(s) are you interested in and why? What is your plan following graduation from CAPS?





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# INTERNSHIP PERFORMANCE EVALUATION

If the company you are interning with does not have a Performance Evaluation to use at the conclusion of your internship, consider having your supervisor complete the following form.

Using a 5-point scale, please rate your intern on each of the competencies below.

## 5 Exceeds Expectations

Consistently exhibits and models the behavior above and beyond expectations

## 4 Fully Demonstrated

Consistently exhibits and often exceeds the behavior as expected

## 3 Appropriately Demonstrated

Consistently exhibits the behavior as expected

## 2 Minimally Demonstrated

Seldom exhibits the behavior as expected

## 1 Not Demonstrated

Does not exhibit the behavior as expected or has not had adequate time to demonstrate

### INDEPENDENT LEARNERS ARE THOSE WHO:

*Know how to locate and use information. Absorb new information quickly. Demonstrate essential skills necessary to continue to learn and apply knowledge to accomplish goals and tasks.*

- 5 - Exceeds Expectations
- 4 - Fully Demonstrated
- 3 - Appropriately Demonstrated
- 2 - Minimally Demonstrated
- 1 - Not Demonstrated

### ADAPTABLE PROBLEM SOLVERS AND DECISION MAKERS ARE THOSE WHO:

*Think independently and creatively. Set and achieve goals. Analyze and evaluate solutions. Take informed and calculated risks for improvement and growth. Manage change. Ask pertinent questions which yield the information needed.*

- 5 - Exceeds Expectations
- 4 - Fully Demonstrated
- 3 - Appropriately Demonstrated
- 2 - Minimally Demonstrated
- 1 - Not Demonstrated

### LEADERSHIP FACTORS ARE EXHIBITED THROUGH THESE CHARACTERISTICS:

*Commitment. Aspiration. Informal Leadership. Willingness to take informed and calculated risks for improvement and growth. Influencing others positively.*

- 5 - Exceeds Expectations
- 4 - Fully Demonstrated
- 3 - Appropriately Demonstrated
- 2 - Minimally Demonstrated
- 1 - Not Demonstrated

### PRODUCTIVE QUALITY WORKERS ARE THOSE WHO:

*Consistently delivers a quality result with proper time and attention to detail, working cooperatively with others as needed. Makes a practice to follow up on things to be sure they get done.*

- 5 - Exceeds Expectations
- 4 - Fully Demonstrated
- 3 - Appropriately Demonstrated
- 2 - Minimally Demonstrated
- 1 - Not Demonstrated

### ACCOUNTABILITY:

*Practices ethical decision making, manages time well, takes responsibility for personal actions and acknowledges role in results whether positive or negative. Looks for opportunities to improve individually and as a team.*

- 5 - Exceeds Expectations
- 4 - Fully Demonstrated
- 3 - Appropriately Demonstrated
- 2 - Minimally Demonstrated
- 1 - Not Demonstrated

### COMMUNICATION:

*Communicates ideas and needs in written or verbal context. Able to listen for meaning and effectively interpret others' written and verbal communications.*

- 5 - Exceeds Expectations
- 4 - Fully Demonstrated
- 3 - Appropriately Demonstrated
- 2 - Minimally Demonstrated
- 1 - Not Demonstrated

(continued)

