

EAR LY COLLEGE

Early College STEM Schools

**Employer Guide**

Summer Internships

### The Chicago Public Schools’ Early College STEM Schools (ECSS) program thanks you for your interest in hosting valuable student internships. As we partner with CompTIA, Lumity and the Creating IT Futures Foundation to create an internship program for your organization, you join a community of leading corporations, businesses, non-profit organizations, and government agencies that will benefit from hosting ECSS interns. We highly value quality internships, and recognize their importance in preparing our students for 21st century careers.

The Early College STEM Schools have many highly motivated interns poised to make an immediate impact in your organization. With over 150 students representing a diverse mix of backgrounds, experiences, and academic disciplines, you can find candidates to match your needs. Our students comprise a combination of “tech-ready” and “work-ready” skills, and many are simultaneously taking college IT courses in one of ECSS’ technology pathways: networking, computer science or web development. As such, they bring a high level of maturity and motivation to their internships.

We welcome you into the fast-growing group of employers who are enjoying the rich benefits of high school internship programs. This Employer Guide provides information and guidance through the stages of creating, managing, and supervising your internship program. Please read through and contact us any time with questions or comments at: [https://chooseyourfuture.cps.edu/](https://chooseyourfuture.cps.edu/early) [early](https://chooseyourfuture.cps.edu/early)-college-stem-schools/.



Sincerely,

The Early College STEM Schools team

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## TABLE OF CONTENTS

Intro Letter 1

[Table of Contents 2](#_TOC_250009)

[Our Services to You 3](#_TOC_250008)

[ECSS Internship Requirements 4](#_TOC_250007)

Employer/ Site Supervisor Responsibilities 4

[Steps for Requesting Interns 5](#_TOC_250006)

[Getting Started 5](#_TOC_250005)

During the Internship 5

[Key Dates 6](#_TOC_250004)

Contacts 6

KEY FORMS

[Employer Interest Form 7](#_TOC_250003)

[Internship Descriptions 9-15](#_TOC_250002)

[Internship Offer Agreement 16](#_TOC_250001)

Mid-term Evaluation 17

[End of Internship Review 18](#_TOC_250000)



Internship Hours Timesheet 19

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# Our Services to You

#### We are committed to making each placement a valuable experience for all parties and filling your site’s internship(s) needs. Employers of all industries are welcome.

* We provide assistance in designing internships that are both desirable to students and beneficial to your organization.
* We consult with each site supervisor to best understand your organization’s needs and internship opportunities.
* We advertise your internship positions to our students and faculty.
* We troubleshoot any problems or issues that may arise with an internship.
* We act as the primary liaison between you and your potential intern(s).
* We properly vet each student to ensure they meet your internship requirements and are ready to add value to your organization.
* We assist each employer with reviewing your Internship Offer Agreement(s) for completeness and accuracy of information.
* We provide internship evaluation forms and tools to track students’ work hours.
* We assist students in creating appropriate learning objectives to be met during the internship, and are available throughout the internship to monitor progress and address any concerns or questions.



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# ECSS Internship Requirements

#### A minimum of 120 hours of paid, meaningful work experience, ranging from

$8.25-$10 per hour throughout the summer, starting on June 29. All ECSS summer internships must end by August 21, 2015.

*\*Subsidies may be requested on a case by case basis. Supplies are limited and are granted on a first come, first serve basis.*

* All interns must have an assigned supervisor who monitors and evaluates work performance.
* All ECSS internships require a performance evaluation at the end of the internship.

The Employer/Site Supervisor Will:

* Have the ultimate hiring decision along with the opportunity to interview multiple students.
* Formally select your intern(s) by submitting the Internship Offer Agreement.
* Provide an orientation for your intern(s).
* Provide a direct supervisor for your intern(s).
* Maintain communication with the student’s ECSS Internship Coordinator if issues arise.
* Encourage professionalism by assisting the intern in developing communication, interpersonal, decision-making, and other skills.
* Maintain an open channel of communication with regular feedback.
* Provide a final evaluation at the end of the internship experience. We also request that you meet with your intern to review the evaluation.



*\*This will be provided by ECSS electronically.*

* Comply with federal and state laws prohibiting discrimination on the basis of race, color, sexual orientation, national origin, sex, and/or disability.

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# Steps for Requesting Interns

#### Complete and return the Employer Interest Form along with the Internship Descriptions Form to E\_C S\_S\_in\_t\_e\_rn\_s\_h\_i\_p\_s@ c\_p\_s\_.e\_d\_u by March 31. Please specify how many interns can be accommodated for each job description.

*\*Submitting this form does not guarantee an intern nor is your organization required to fill the internship positions requested.*

1. Reserve time for internship interviews. An ECSS representative will be in contact to coordinate scheduling. Internship interview days will be April 21, 4:30-6:30pm. and May 16, 9am-12pm.
2. Select an intern by May 29. The ultimate hiring decision rests with the employer. You are not obligated to fill internships if not wholly satisfied with the pool of interviewed students. Each employer will have the opportunity to interview at least three candidates on select interview days.

Getting Started

* 1. Each employer will submit an Internship Offer Agreement (see sample, page 16) to selected intern(s) by May 29.
  2. Assign a supervisor with whom the student will work closely. This person will serve as a primary point of contact for the student and the ECSS Internship Coordinator.
  3. Determine a work schedule that suits the needs of the employer, the internship requirements (minimum of 120 hours), and the intern.
  4. Provide the student with an orientation to organizational policies, procedures, and utilization of resources.



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# During Internship

#### Complete a Record of Internship Hours (Page 19).

1. Complete a Mid-Term Evaluation (pages 17). Review with your intern(s) and submit a copy to your intern’s ECSS Internship Coordinator.
2. Complete an End of Internship Review (page 18). Review with your intern(s) and submit a copy to your intern’s ECSS Internship Coordinator.

Key Dates:

March 31: Employer Interest Forms Due

April 21: Employer Interviews , Tuesday, 4:30-6:30pm May 16: Employer Interviews, Saturday, 9:00am-12:00pm May 29: Internship Offer Agreement(s) Submitted

June 26: Intern(s) Orientation Completed June 29: Internships Start

July 24: Conduct Mid-term Evaluation(s)

Aug. 21: Internships End

Sept. 4: Complete End of Internship Review(s)

Contact ECSS

Visit the ECSS website at [https://chooseyourfuture.cps.edu/early-college-stem-schools/](https://chooseyourfuture.cps.edu/early) View more partnership opportunities at <http://goo.gl/forms/9Kfh9F1p5h>



Thank you for your interest in the 2015 ECSS Summer Internship Program!

Employer Interest Form

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###### Contact information:

Job Title:

Email: Phone:

Organization Name: Industry and/or service of your organization: Organization URL: Address intern(s) will be reporting to:

* + I would like ECSS to provide an off-site location for my intern(s)

###### Number of interns requested:

1. **Type of internship:**

* Paid $8.25-$10 per hour based on student skill sets



* Request subsidized internship. (Full/partial) Please describe:



* Unknown. Please describe:



Describe type of internship:

Internship Start Date: Internship End Date:

1. **Desired work schedule:** Mon Tue Wed Thu Fri Sat Morning

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Afternoon Evening

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###### We would prefer an intern with a concentration in:

Web Development  Computer Hardware

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 Computer Technical Support  Software Programming

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 Other:

###### Submit a job description for each open internship position.

Please select an ECSS internship description, create your own below or send an attachment (along with this Employer Interest Form) to [amcmillian@comptia.org.](mailto:amcmillian@comptia.org)

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 I will select an ECSS internship description  I will attach a job description

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 I will create an internship description — see separate form

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# Internship Descriptions

### Job Title:

Number of Positions Available:

* I select this ECSS Intern Description

Job Overview:

Skills Needed:

Department/ Supervisor:

Additional Requirements/ Comments:



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# Internship Descriptions

Job Title: Help Desk Intern

Number of Positions Available:

* I select this ECSS Intern Description

Job Overview: This position is for a help/service desk intern who will provide quality technical support and help the department achieve its service goals. Overall responsibilities include:

* Assist company staff in trouble-shooting problems and provide technical support on hardware, software and network issues either over the phone or in person
* Handle calls/requests from intake to solution, including documenting the results on the applicable call management system
* Ensure proper screening and escalation processes are followed
* Ensure service level agreements are met or exceeded
* May assist in developing additional support materials or documentation

Skills Needed:

* Thorough knowledge of Windows operating systems and Microsoft Office suite
* Microsoft Office Specialist certification a plus
* Familiarity with common networking issues, printer setup, software installation, web browsers and other desktop tools
* Good trouble-shooting skills
* Quick learner
* Strong written and verbal communications skills
* Ability to work independently

Department/ Supervisor:

Additional Requirements/ Comments:



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# Internship Descriptions

Job Title: Break/Fix Intern

Number of Positions Available:

* I select this ECSS Intern Description

Job Overview: This position is for a break/fix desk intern who will provide quality technical support, installation and testing of computer systems and peripherals within established standards and guidelines. Overall responsibilities include:

* Maintain desktop images
* Work with vendor support contacts to resolve technical problems with desktop computing equipment and software.
* Installation of software
* Diagnose and troubleshoot operating system problems
* One-on-one consultancy to end-users

Skills Needed:

* Knowledge of networking technologies, including configuration of PCs
* Experience in the maintenance and repair of computers
* Excellent organizational and communication skills
* Ability to work independently and within groups
* CompTIA IT Fundamentals, CompTIA A+, Cisco IT Essentials, or Microsoft certificate in IT Fundamentals a plus

Department/ Supervisor:

Additional Requirements/ Comments:



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# Internship Descriptions

Job Title: Sales/Marketing Support Intern

Number of Positions Available:

* I select this ECSS Intern Description

Job Overview: This position is for an intern to support the company’s sales and/or marketing department’s goals and objectives. Overall responsibilities include:

* Perform research to help analyze client/potential client needs
* Add/edit contact and other data in company applications
* Assist in development of presentations and/or marketing material as assigned
* Assist in planning and supporting client meetings or other events

Skills Needed:

* Thorough knowledge of Windows operating systems and Microsoft Office suite, especially PowerPoint
* Microsoft Office Specialist certification a plus
* Quick learner
* Excellent written and verbal communications skills
* Ability to work with minimal supervision

Department/ Supervisor:

Additional Requirements/ Comments:



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# Internship Descriptions

Job Title: Web Development Intern

Number of Positions Available:

* I select this ECSS Intern Description

Job Overview: This position is for an intern to support the company’s web development department’s goals and objectives. Overall responsibilities may include:

* Update web site properties including designing dynamic content and form creation
* Revise existing copy and create new copy for intranet site
* Regularly meet with company staff to determine content needs for intranet and internet sites
* Interact with business users to understand current business process and identify business problems
* Respond to and track support tickets in our Agency’s service support system related to web sites and web-based applications

Skills Needed:

* Excellent communications skills with non-technical end users
* Good knowledge of HTML, CSS.
* Knowledge of JavaScript a plus

Department/ Supervisor:

Additional Requirements/ Comments:



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# Internship Descriptions

Job Title: Programming Intern

Number of Positions Available:

* I select this ECSS Intern Description

Job Overview: This position is for an intern to help maintain and develop IT applications. Overall responsibilities may include:

* Help support development of new software solutions and re-engineer existing applications
* Document application development process and procedures
* Create software prototypes and participate in design workshops
* Apply test cases and training documentation

Skills Needed:

* Languages: SQL, java, HTML, CSS
* Excellent written and oral communication skills

Department/ Supervisor:

Additional Requirements/ Comments:



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# Internship Descriptions

Job Title: Office Administrative Assistant

Number of Positions Available:

* I select this ECSS Intern Description

Job Overview: This position performs administrative duties for executive management. Responsibilities may include:

* Coordinating various office support services
* Screening calls
* Event scheduling, managing calendars
* Coordinating event details
* Preparing reports
* Placing orders for supplies and services

Skills Needed:

* Excellent interpersonal communication
* Ability to work with all levels of staff and management as well as outside client and vendors
* Detail-oriented, ability to multi-task and manage time well
* Professional, friendly, and enthusiastic personality
* Self-starter with a proactive attitude who can anticipate needs
* Word processing skills, spreadsheet and presentation software

Department/ Supervisor:

Additional Requirements/ Comments:



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# Internship Descriptions

Job Title: Program Assistant

Number of Positions Available:

* I select this ECSS Intern Description

Job Overview: This position provides support in a learning environment. This can involve providing individual attention to students in need of extra assistance or providing the instructor with administrative assistance. Overall responsibilities may include:

* Assist with integration of technology within program environment. Ex. Help students log in, operate the computers and printers, etc.
* Respond to general inquiries about program
* Assist scheduling and coordinating program events, including trainings
* Compile meeting minutes and help document programmatic activities
* Log program questions and software issues
* Help organize resources including database of frequently asked questions, policy clarifications, member directory
* Other program-related tasks as requested by program staff/ Instructor

Skills Needed:

* Demonstrated exceptional research and writing skills
* Excellent communication skills.
* Strong experience Microsoft Office applications (Word, Excel, PowerPoint, etc.)
* Detail-oriented, ability to multi-task and manage time well
* Strong customer service and interpersonal communication skills
* Team player and quick learner who focuses on high productivity and results
* Professional, friendly, and enthusiastic personality
* Self-starter with a proactive attitude who can anticipate needs

Department/ Supervisor:



Additional Requirements/ Comments:

Internship Offer Agreement

Name of Business:

Contact Person: Job Title:

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Address intern(s) will be reporting to:

Email: Phone:

##### DESCRIPTION OF SUMMER INTERNSHIP

1.) The internship will begin on and conclude on . 2.) The student will work hours a week and their schedule is as following:

Mon:

Tue:

Wed:

Thu:

Fri:

Sat:

Other: Planned absence request:

3.) Intern will report to: Name:

Name:

Title: Title:

4.) Student will receive $ per hour for completion of their responsibilities.

This will be paid by: 5.) Student is responsible for transportation to and from the internship site.

6.) The student understands that their supervisor has full authority to end the internship if the following occurs:

* + Three or more unexcused absences
  + Repeated tardiness
  + Leaving work without permission or breaking any of the workplace rules or behavior standards

##### GOALS, RESPONSIBILITIES & PROJECTS OF INTERNSHIP

Goals/Learning Objectives:

1.)

2.)

3.)

General Responsibilities & Duties: Specific Projects:

##### AGREEMENT

The internship site agrees to:

1. Provide meaningful work assignments that contribute to the learning experience of the student.
2. Review workplace rules and safety requirements with the student.
3. Contact the ESCC Internship Coordinator regarding any challenges or conflict in the workplace.
4. Review the student’s training progress at regular intervals and provide feedback to the student and ECSS Internship Coordinator.



I have read all of the terms for the summer internship. I understand that the Internship Manager will provide ongoing support to my business as needed throughout the summer internship.

Student Signature Internship Supervisor Signature

Date Date

ECSS Internship Coordinator Signature Date

internship dates from to . Number of weekly internship hours

Site Supervisor: Site Supervisor’s Phone:

Organization Name: Site Supervisor’s E-mail:

We strongly encourage consistent feedback and conversation with your intern throughout the internship. This mid- term evaluation is an opportunity to share your opinion regarding essential areas of growth and is helpful in evaluating the intern’s performance on site. Candid responses establish a foundation for consultation and development.

Please return this completed evaluation form by to the ECSS Internship Coordinator at (email address) or via postal mail: (street address)

1. Please look at your copy of the Internship Offer Agreement and comment on how well the intern is achieving the learning objectives:

1.)

2.)

3.)

1. Have any challenges developed in the pursuit of these objectives? Please be specific:

On a scale of 0-5, please evaluate the

intern in each of the following areas: 0=N/A 1=Poor 2=Below Average 3=Fair 4=Good 5=Excellent

1.) Ability to learn:       2.) Quality of work:       3.) Quantity of work:       4.) Attitude toward work:       5.) Relations with co-workers:       6.) Dependability:      

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7.) Judgment:      

8.) Punctuality:      

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9.) Appearance: 

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10.) Written communication:       11.) Reaction to supervision:       12.) Overall performance:      

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Additional Comments:

Evaluated by:

Site Supervisor Signature Supervisor Title Date

End of Internship Review

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Student Name (first and last): Student’s Internship Title: internship dates from to . Number of weekly internship hours

Site Supervisor: Site Supervisor’s Phone:

Organization Name: Site Supervisor’s E-mail:

An exit interview with the student intern prior to his/her last day of the internship is strongly encouraged. This final evaluation is an opportunity to share your opinion regarding essential areas of growth and is helpful in evaluating the intern’s performance on site. Candid responses establish a foundation for consultation and development.

Please return this completed evaluation form by to the ECSS Internship Coordinator at (email address) or via postal mail: (street address)

1. Please look at your copy of the Internship Offer Agreement and comment on how well the intern is achieving the learning objectives:

1.)

2.)

3.)

1. Have any challenges developed in the pursuit of these objectives? Please be specific:

On a scale of 0-5, please evaluate the

intern in each of the following areas: 0=N/A 1=Poor 2=Below Average 3=Fair 4=Good 5=Excellent

1.) Ability to learn:       2.) Quality of work:       3.) Quantity of work:       4.) Attitude toward work:       5.) Relations with co-workers:       6.) Dependability:      

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7.) Judgment:     



8.) Punctuality:     

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9.) Appearance:      

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10.) Written communication:      11.) Reaction to supervision:      12.) Overall performance:     

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Do you feel this student is ready to take on the responsibilities of the profession?  Yes  No



Why or why not? Comments regarding the student’s overall performance:

Evaluated by: Site Supervisor Signature Supervisor Title Date

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# Weekly Internship Timesheet

Name of Business: Address (street): (city, state, zip):

Phone:

Employee Name: Title:

Department: Supervisor:

#### WEEK OF: —

START DATE END DATE

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| DATE | START TIME | END TIME | HOURS |  |
|  |  |  |  | Week 1: |
|  |  |  |  | Week 2: |
|  |  |  |  | Week 3: |
|  |  |  |  | Week 4: |
|  |  |  |  | Week 5: |
|  |  |  |  | Week 6: |
|  |  |  |  | Week 7: |
|  | | | WEEKLY TOTAL: | CUMULATIVE HOURS: |

Employee Signature Date



Supervisor Signature Date

Notes: