

# Managing Graduate Internships in Your Office: Mutually Beneficial Arrangements

NAFSA Region XI Conference  
Wednesday, October 21st, 2013

## The Survey



### What would interns have changed:

Would have given more time to research the host organization's needs and expectations. Would have given more time to research the host organization's needs and expectations. Would have given more time to research the host organization's needs and expectations.

### Benefits of having a Graduate Intern in your office:

"It provides a with an outside perspective that helps us bring our strategic planning and processes to life. It also provides a new perspective that helps us see our organization from a new angle."

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## Questions



### Tami Bolk



Program Assistant, MIT  
tbolk@mit.edu

### Deborah Bloom

Intern at Champlain OIE  
Lesley University Graduate Student  
deboraibloom@gmail.com



### Michelle McCormack



Education Abroad Advisor, Babson College  
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## How can we find a match??

### from students:

- Strong interpersonal skills
- Good communication skills
- Good organizational skills
- Good time management skills
- Good problem-solving skills
- Good leadership skills
- Good teamwork skills
- Good initiative skills

### from offices:

- Internship, Work Study
- Research
- Graduate Assistant
- Graduate Researcher
- Graduate Teaching Assistant
- Graduate Researcher
- Graduate Teaching Assistant

# Managing Graduate Internships in Your Office: Mutually Beneficial Arrangements

NAFSA Region XI Conference  
Wednesday, October 23rd, 2013

# Who are we?

*Tami Bolk*

Global Education Program Assistant  
MIT

Intersted in MIT's Global Education  
Office in Spring 2013

*Deborah Bloom*

Current intern at Champlain College

Returned Peace Corps Volunteer

Michelle McCormack

Education Abroad Advisor  
Robinson College

Intersted with Barcelona  
State in Spring 2012

What is the purpose of this session?



# *Tami Bolk*

Global Education Program Assistant  
MIT

Interned in MIT's Global Education  
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# *Deborah Bloom*

Current intern at Champlain College

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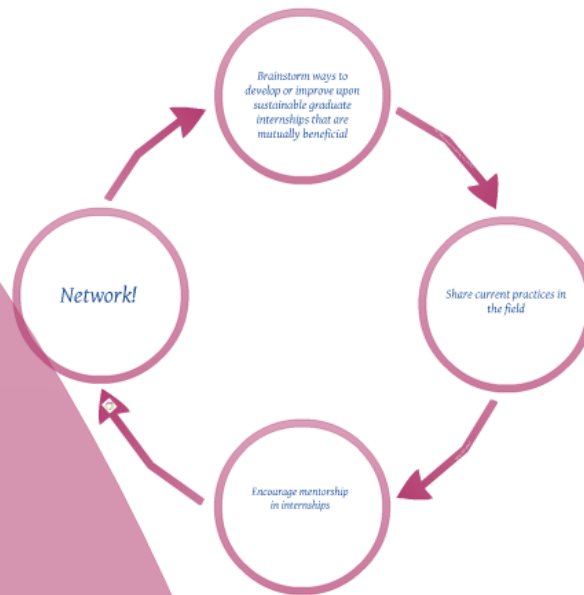


# Michelle McCormack

Education Abroad Advisor  
Babson College


Interned with Barcelona  
SAE in Spring 2012

What is the purpose of this session?



What is the purpose of this session?





*Brainstorm ways to  
develop or improve upon  
sustainable graduate  
internships that are  
mutually beneficial*



Our field is professionalizing very quickly!



*Share current practices in  
the field*

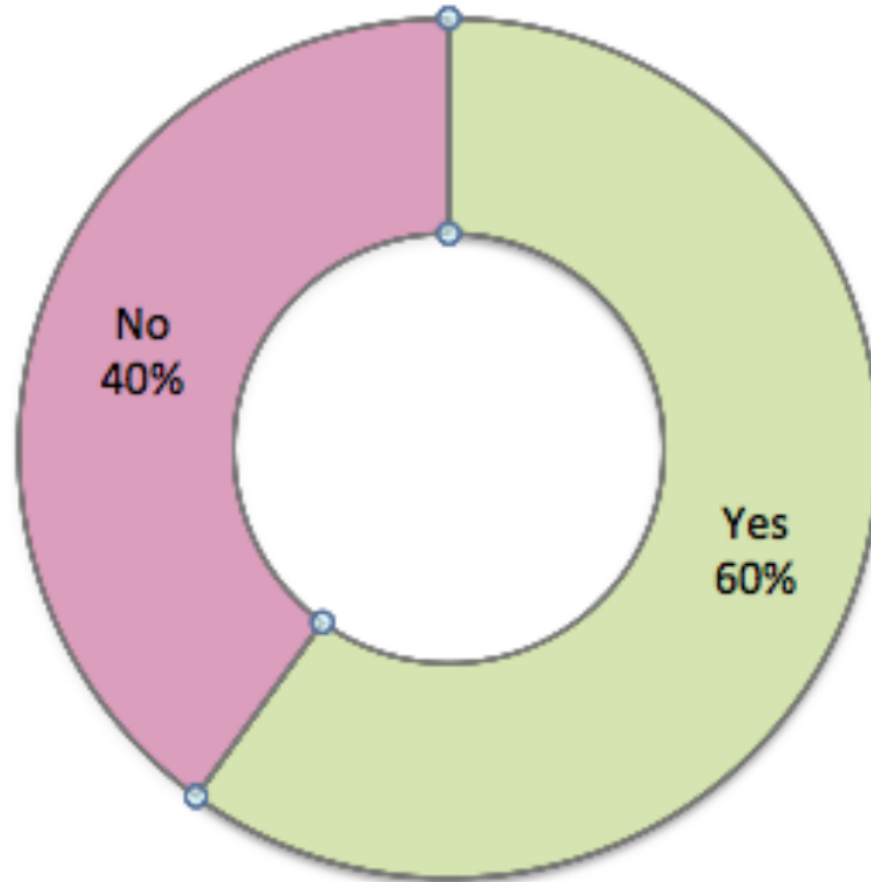


Who are you?



*Encourage mentorship  
in internships*

Did you feel your supervisor  
became a mentor?





*Network!*

# Case Studies:



that's the goal!

## Michelle's Internship:



Program Provider  
Advisor & On-site staff  
• U.S. office in Colorado & On-site in Barcelona  
• Monthly stipend, 20 hours in Colorado (1 month) 40 hours in Barcelona (2 months)  
• Project: Themed customized program  
• Tasks (Colorado): Advising, application processing, student recruitment (fairs/ tabling)  
• Tasks (Barcelona): Orientation, re-entry programming, internship coordinating, cultural excursions, 24-hour emergency phone, academic registration & records  
• Challenges: compensation/hours

## Non-traditional Internship Experiences

Abroad 101  
Start-up  
Highly collaborative  
Creative environment

virtual internships  
Yoga Travel Tree  
[www.yogatraveltree.com](http://www.yogatraveltree.com)  
Connecting two passions

## Tami's internship:

University  
Career Assistant  
20 hours per week, paid hourly + benefits  
Tasks: Manage Peer Mentor program, organize collaborative event with ISA, promote Global Education programs, resume & cover letter critiques, job negotiations, study abroad advising  
Benefits: Weekly CA meetings, given helpful career advice from others within the organization



## Deborah's experience:



using the informational interview  
\*holistically approach  
-my strengths and interests  
-Champlain Colleges strengths and interests  
\*mentorship  
\*experience outside of the OIE

## Provider experience:

Joe Debrec - CIS Abroad  
• Eliminate all administrative work  
• "much better for the interns to be able to focus on the projects and eliminate all other tasks"  
• Given responsibility: project management, contributing to staff meetings  
• Cross-training opportunities in the office  
• Would like to have more time for feedback from interns of current theories and such, but there is not much time for brainstorming sessions  
• Compensation: about minimum wage with flexible hours & professional development  
• Fulltime, 6 months. Usually a SIT student





# *Case Studies:*



that's the goal!

# *Michelle's Internship:*

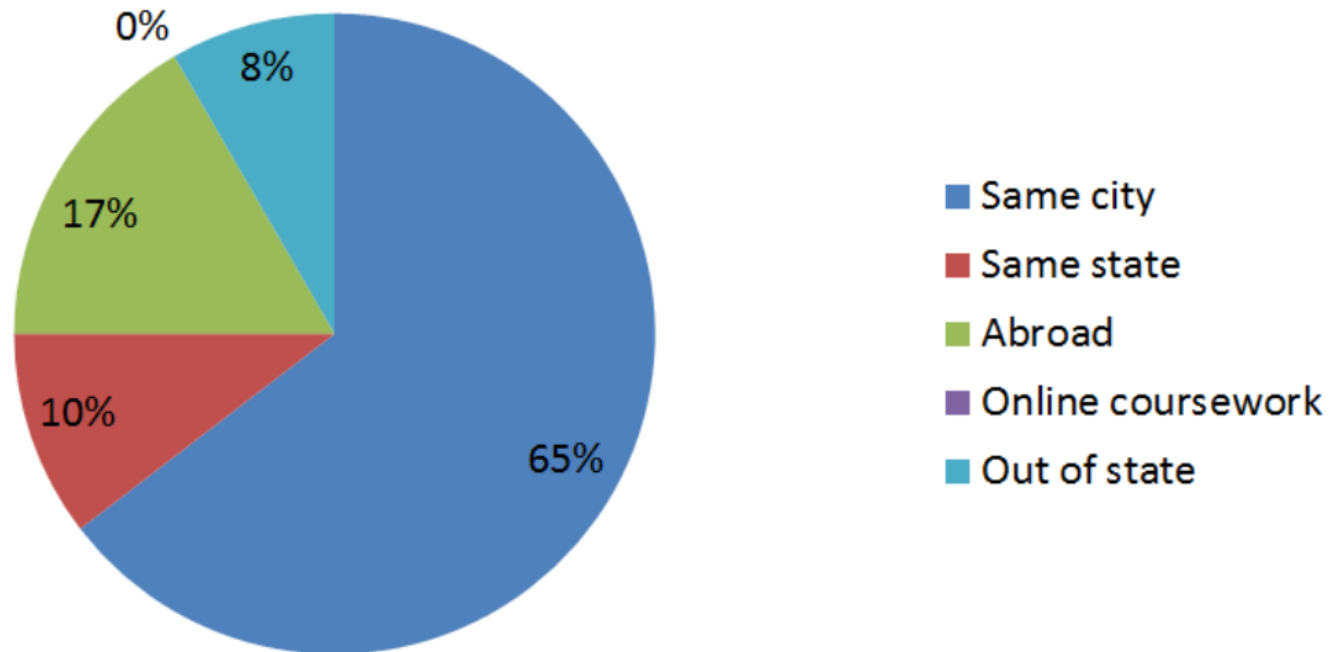


Program Provider

Advisor & On-site staff

- U.S. office in Colorado & On-site in Barcelona
- Monthly stipend, 20 hours in Colorado (3 months) 40 hours in Barcelona (2 months)
- Project: Themed customized program
- Tasks (Colorado): Advising, application processing, student recruitment (fairs/ tabling)
- Tasks (Barcelona): Orientation, re-entry programming, internship coordinating, cultural excursions, 24-hour emergency phone, academic registration & records
- Challenges: compensation/hours

## Internship location in relation to graduate program



## *Deborah's experience:*



using the informational  
interview

- \*holistically approach

  - my strengths and  
interests

  - Champlain Colleges  
strengths and interests

- \*mentorship

- \*experience outside of the  
OIE

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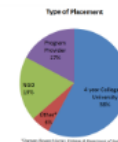
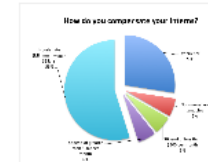
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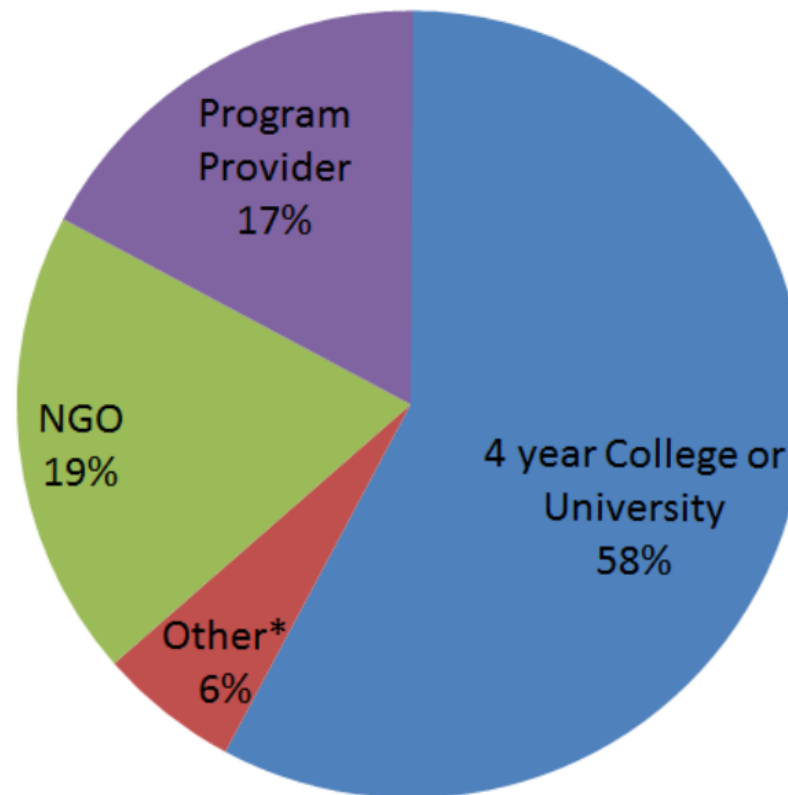
# *Provider experience:*

Joe Debiec - CIS Abroad

- Eliminate all administrative work  
"much better for the intern to be able to focus on the projects and eliminate all other tasks"
- Given responsibility: project management, contributing to staff meetings
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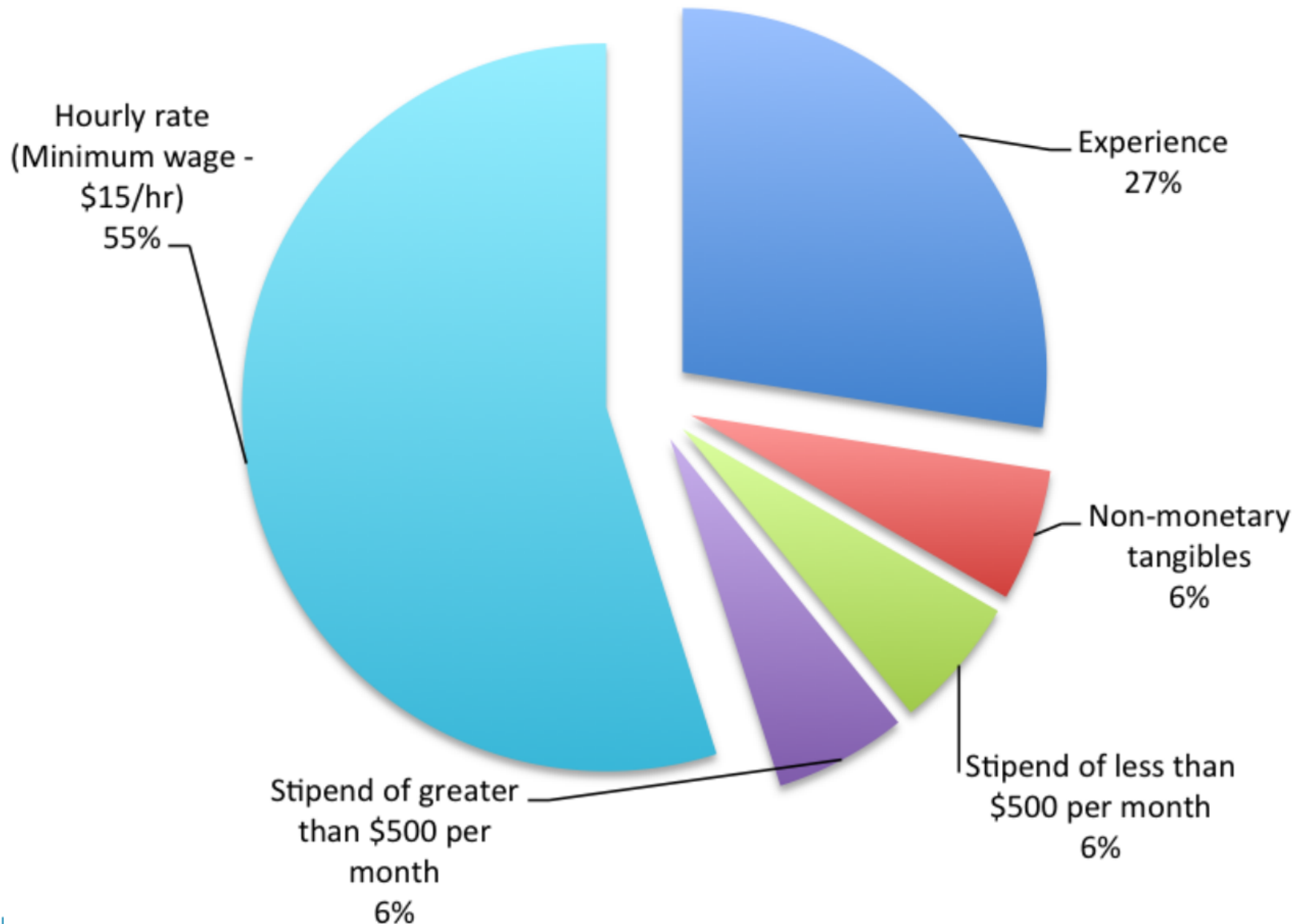
## Type of Placement



*\*Overseas Research Center, Embassy & Department of State, NAFSA.*



# How do you compensate your interns?





# *Non-traditional Internship Experiences*

Abroad 101  
Start-up  
Highly collaborative  
Creative environment

virtual internships

*Yoga Travel Tree*  
[www.yogatraveltree.com](http://www.yogatraveltree.com)  
*Connecting two passions*

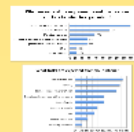
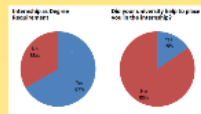
Who are we?



# The Survey

51 completed surveys  
from students

18 completed surveys  
from managing offices



What are some of the benefits you have seen from having a graduate intern in your office?

"It provides us with an outside perspective, which helps us keep our programming and procedures fresh. It also works as a recruiting tool should professional positions become available in our office."

"Great innovative new ideas, help with projects that we may not have had time for."

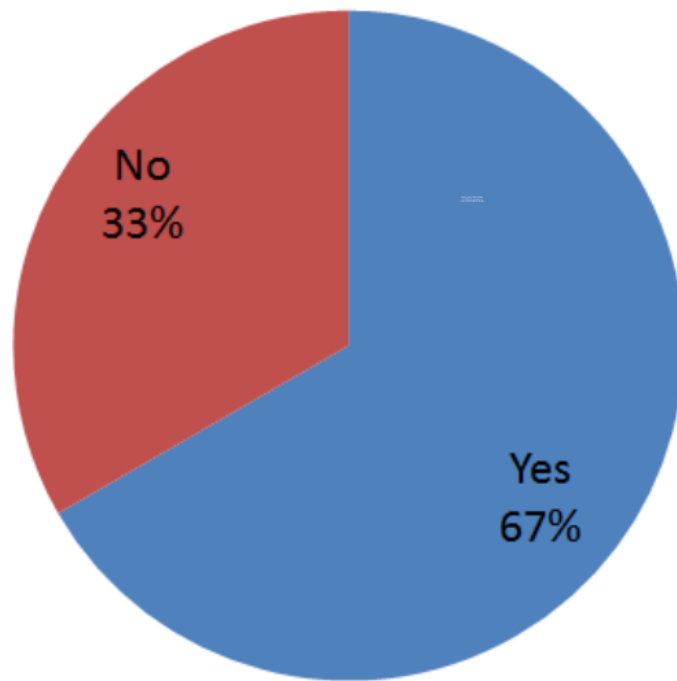
"A benefit for me personally, as the supervisor, was gaining experience supervising the interns, as I didn't have anyone in the office who reported to me."

"I would have appreciated more opportunities to apply skills learned through international education coursework rather than skills deemed 'appropriate for my age' such as social media"

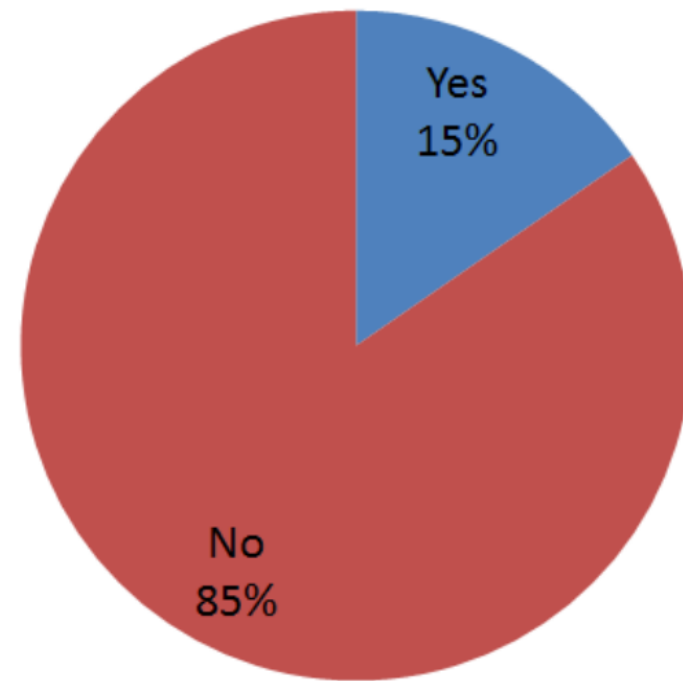
Page 10 of 10

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### Internship as Degree Requirement

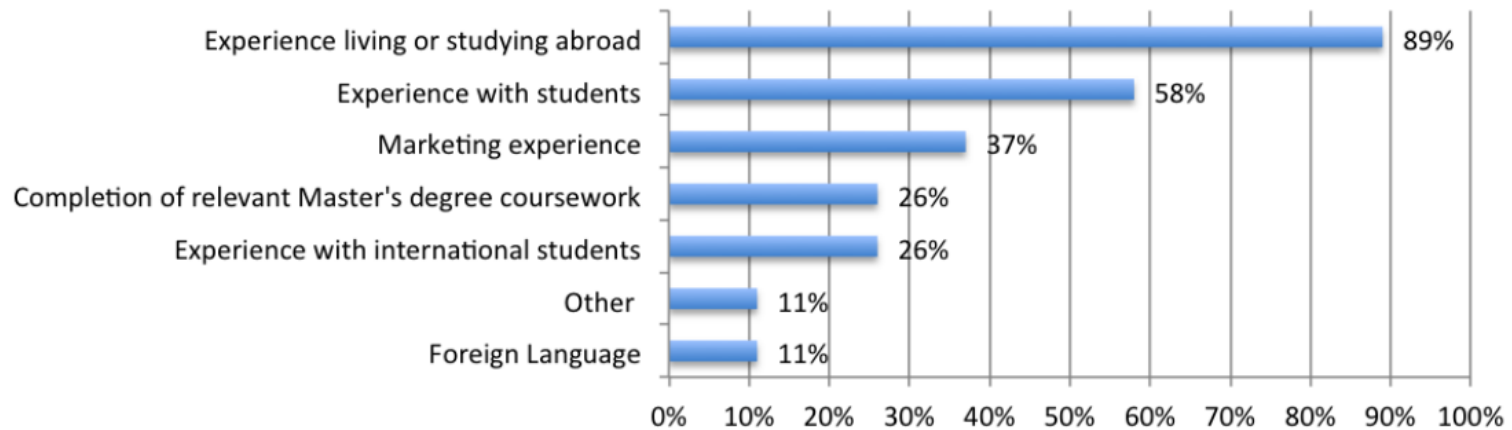


### Did your university help to place you in the internship?

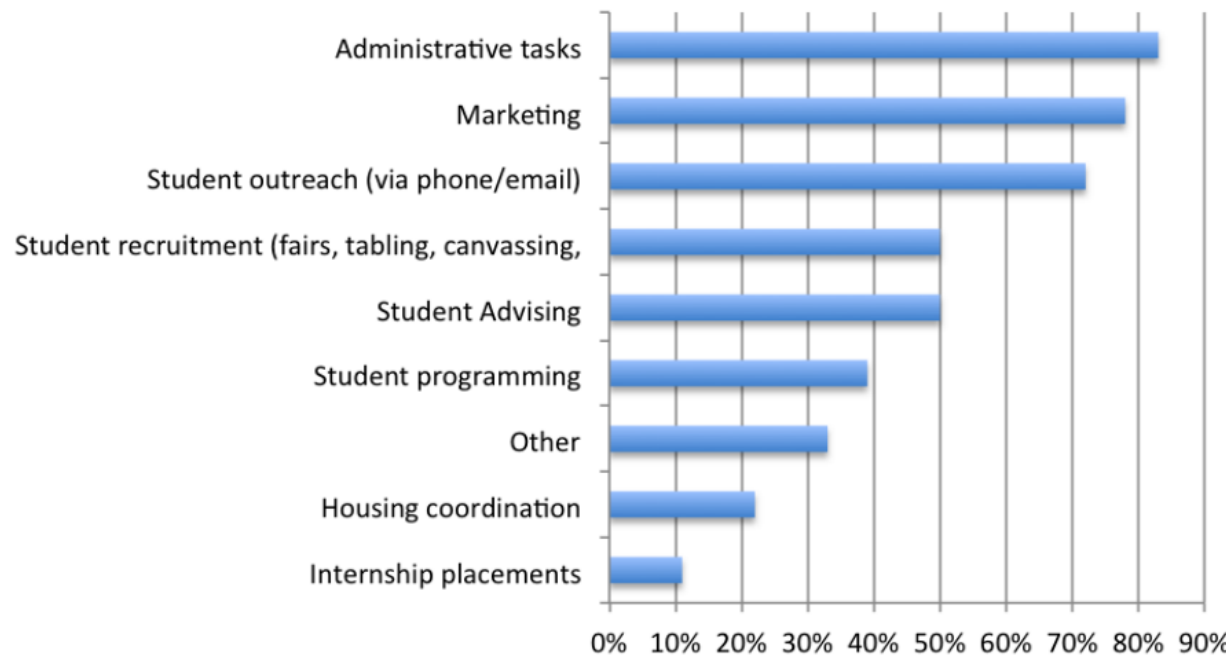


But many students are looking  
for internship opportunities  
before their "official" internship

## What are some of the requirements and qualifications you look for when hiring an intern?

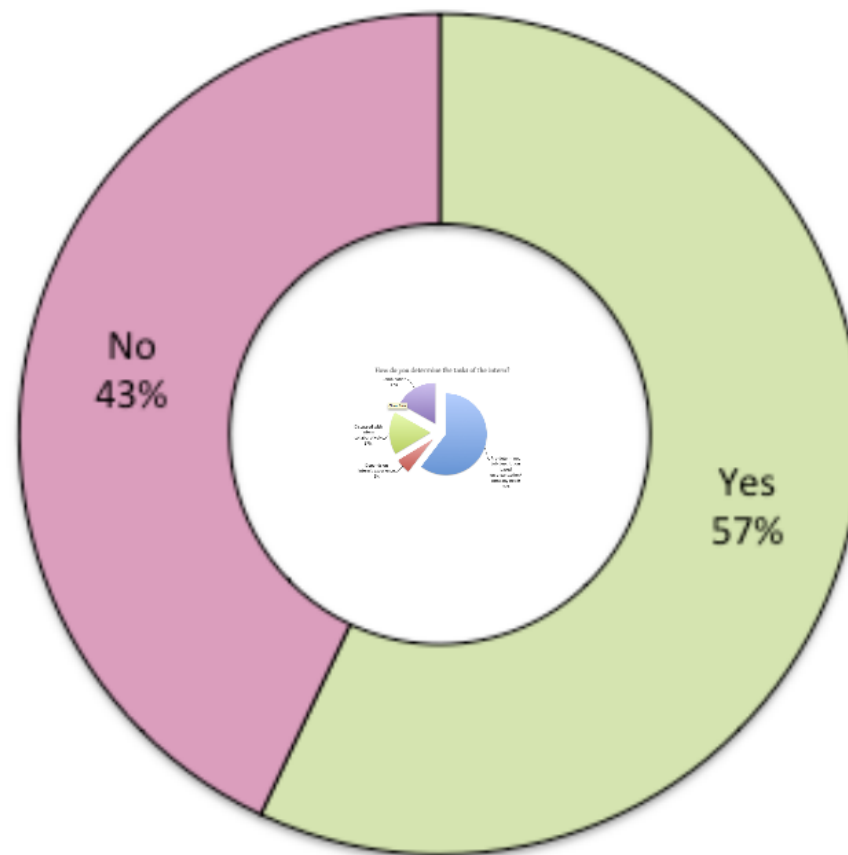


## What tasks are expected from your intern?

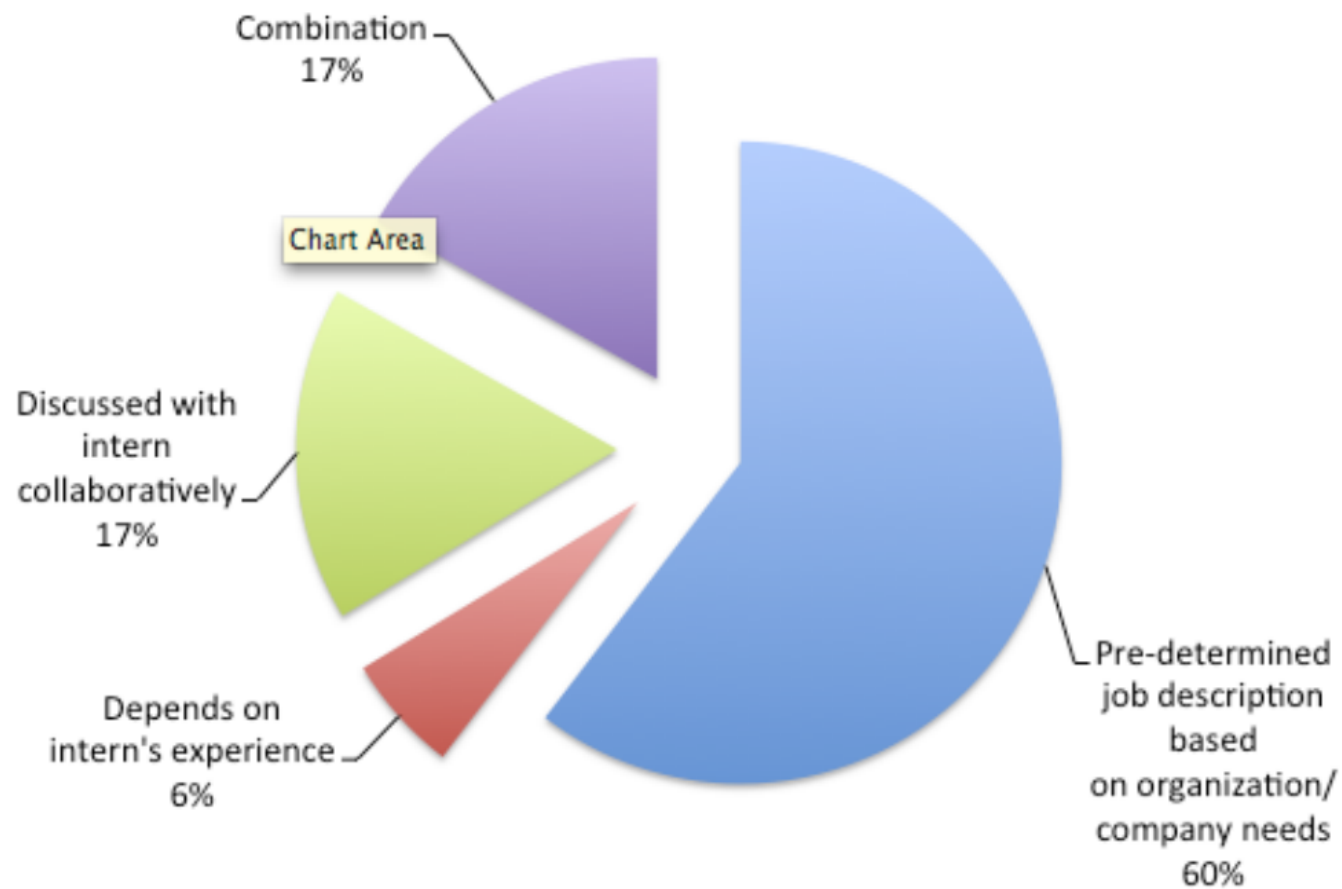




Did you have an opportunity to work on a project of your choosing?



## How do you determine the tasks of the intern?

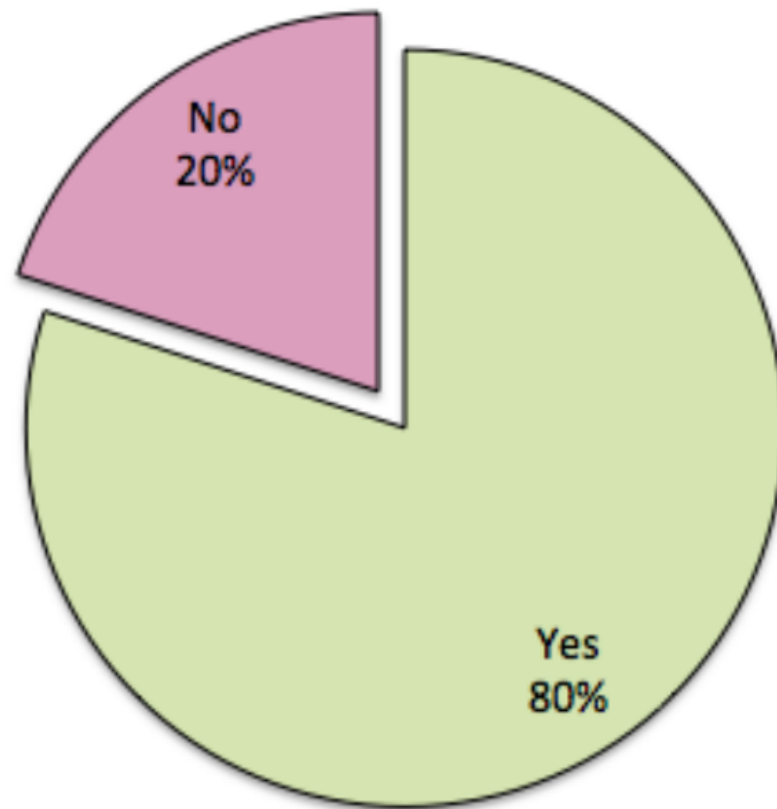



"I would have appreciated more opportunities to apply skills learned through international education coursework rather than skills deemed 'appropriate for my age' such as social media"

"More experiences offered beyond my day-to-day work, more mentorship for a career, more help finding a placement, monetary compensation"

"I wasn't given freedom to work on my own projects or ideas; instead, I was given a list of duties that had to be completed. More freedom to personalize the experience and apply my classroom learnings would have been appreciated"

Did you feel like you applied knowledge learned in your coursework?





What are some of the benefits you have seen from having a graduate intern in your office?

“It provides us with an outside perspective, which helps us keep our programming and procedures fresh. It also works as a recruiting tool should professional positions become available in our office”

## intern in your office?

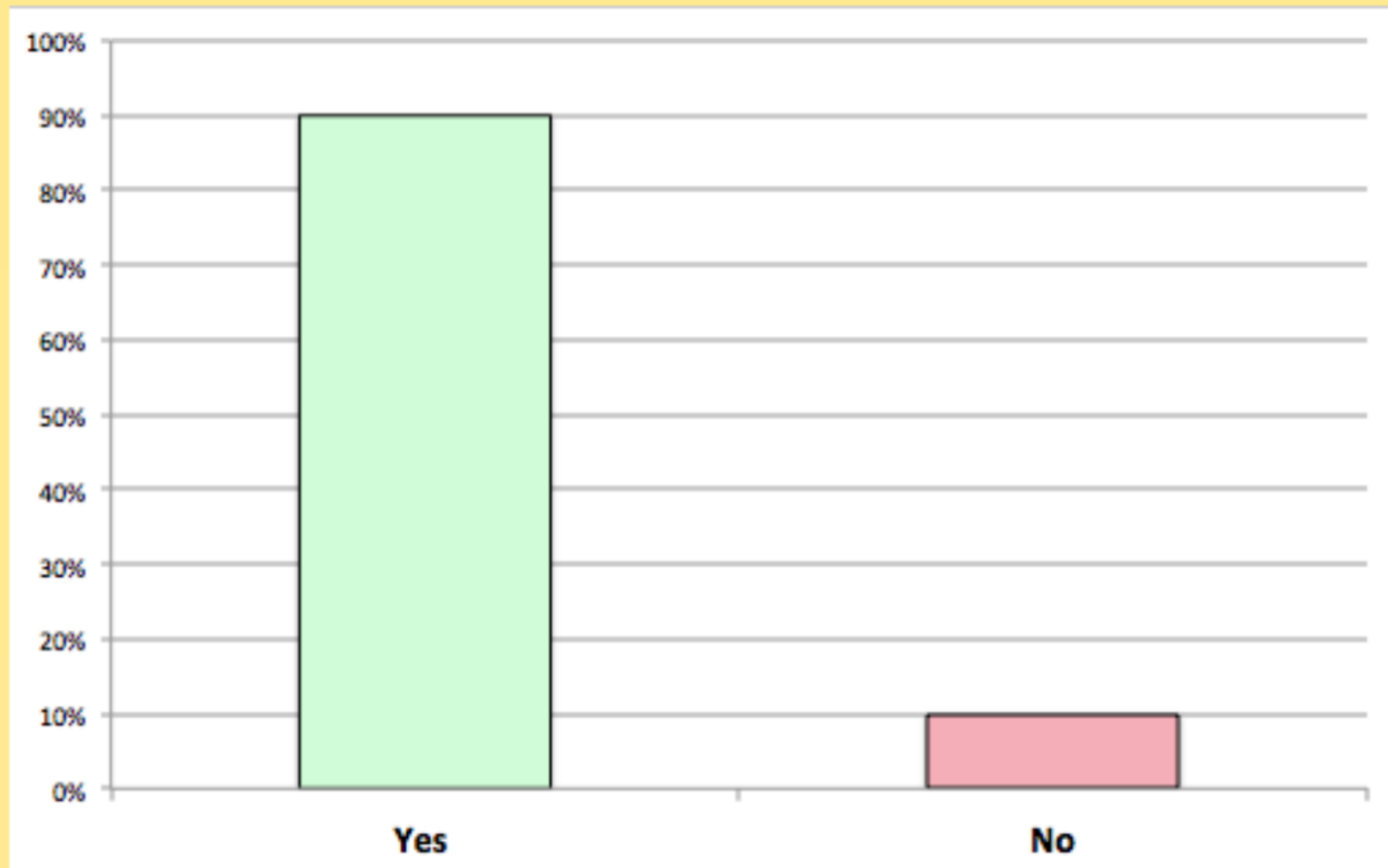
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"Great innovative new ideas, help with projects that we may not have had time for"

"A benefit for me personally, as the supervisor, was gaining experience supervising the intern, as I didn't have anyone in the office who reported to me..."



# Did you feel your internship prepared you for a job in the field?





## breakout session

### Student discussion questions:

1. What knowledge from your grad program will you bring to your internship?
2. How do you feel your graduate studies have prepared you to be qualified to be an intern?  
Brainstorm what skills you are learning that you will bring to an office.
3. What is your ideal internship job description & tasks?
4. What skills do you specifically wish to gain at your internship?

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## Manager discussion questions:

1. What types of tasks are you looking to assign interns? And what skills are you looking for them to come with?
2. What projects would you like interns to work on - projects that your office would love to see done, but haven't had the time, projects that would help your company/office grow or benefit students, or projects currently going on that a potential intern could focus on?
3. How can you learn from the graduate student?
4. What opportunities for professional development outside the internship tasks can you offer?
5. What challenges have you had while managing interns and how do you think they could be mitigated?



## breakout session

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How can we find a match??

*from students:*

- Immigration knowledge / SEVIS
- Cultural awareness / sensitivity
- Social justice
- Knowledge/Skills/Awareness concept
- Intercultural competence
- Working in multicultural teams
- Professional negotiation
- Intercultural training
- Program development
- Software programs
- Mediation skills

*from offices:*

- Admin, front desk
- marketing
- social media
- processing
- bench mark projects
- tech skills
- program development
- online orientations



**The interns in our office have \_\_\_\_\_ our expectations**

**Fallen Below**

**0%**

**Met**

**56%**

**Surpassed**

**44%**

# Hours worked

