

SUPERVISOR/MENTOR HANDBOOK

**The Foothill-De Anza Community College District
Internship Program**

**Program Office: Building 226, Room 207
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Internship Program Mission

The Internship Program provides exceptional, lasting and meaningful learning opportunities for community college students to explore career paths and excel in their professional and personal development.

**Vicky Criddle, Program Director
Marti Carlson, Program Coordinator
Kelly Masegian, Program Coordinator
Nancy Bilderback, Administrative Assistant**

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Location: 226/207

Phone: (650) 604-5560

Office Hours: Monday-Thursday, 7:30 a.m. - 5:00 p.m.

Web Address: <http://internships.fhda.edu>

Welcome

Welcome to the Foothill-DeAnza Community College District Internship Program. After more than 35 years of internships at Ames, we know that our success hinges on the dedication and support of Supervisors/Mentors like you. Thank you for your time, your mentoring skills, and your commitment to education.

This handbook will provide you with answers to many of your questions, though you are always welcome to call our office at (650) 604-5560.

Role of Supervisor/Mentor

We appreciate your mentoring and supervision and have tried to keep required paperwork to a minimum.

Supervisor/Mentor is responsible to:

1. Clearly arrange a time and place to meet your student on their first day of work.
2. Provide an early orientation to your area and help the intern become familiar with the setting, other employees in your area, office protocol, dress code, and resources within the building and NASA.
3. Encourage good work habits by clearly stating your expectations at the beginning of the internship and modeling that behavior.
4. Provide specific directions, clear expectations, and daily communication.
5. Assign activities or project-related tasks that build on the intern's skills.
6. Encourage your intern to build self-confidence.
7. Give feedback on a regular basis. Positive comments help build self-confidence. Constructive critiques in a supportive manner also help your intern develop professional skills.
8. Encourage your intern to participate in team efforts and meetings when appropriate. Interns often perform better when they can see the "big picture" and feel like they are contributing to the overall project's success.
9. **FOR STUDENTS WORKING IN LABS:** Students must have completed all relevant safety training before entering a laboratory where potentially hazardous conditions exist, unless under the direct supervision of a full-time, safety-trained employee.
10. Monitor interns to make sure they are engaged in work-related activities during work hours.
11. Monitor appropriate use of Government office equipment, including information technology, and pursue sanctions for misuse, including potential disciplinary action.

Required Paperwork:

Quarterly:

1. At the beginning of the quarter or semester, meet with your intern to discuss goals for the term. (Attachment A – Goals and Objectives)
2. Before the designated due date at the end of the quarter or semester, meet with your intern to evaluate the learning goals established at the beginning of the quarter. (Attachments A - Goals and Objectives, Attachment B - Supervisor Written Evaluation, and Attachment C – SCANS Skill Development)

Monthly:

Sign intern's time card, due on the last workday of the month. Verify that the hours worked are accurate (no more than 20 hours per week during the academic terms and 40 hours per week during the summer).

If your intern exceeds the budgeted hours, you may incur additional costs.

Role of Coordinators and Program Staff

Your coordinator, Marti Carlson or Kelly Masegian, will be the liaison between your work site and the intern's community college. We are located in Building 226, Room 207. We love to hear about student successes, but we are also available to help with any concerns or difficulties that may arise. Don't hesitate to call; *early knowledge* of a potential problem can result in actions to solve the problem, assuring success for all. Expect us to visit you and your student regularly during the internship year.

Coordinators work to recruit new students to fill your upcoming positions, so let us know specific tasks and skill requirements for future positions. We typically start new interns in January, April, and July each year; although interns can start any time depending on job needs.

Coordinators work part time. Any coordinator can help you with a time-critical situation. They can be reached at the same NASA phone number, (650) 604-5560. In case of extreme emergency outside of our regular office hours, call (650) 222-9448.

The Internship office is responsible for providing the paperwork for NASA email accounts and Ames contractor badges for new interns, as well as collecting monthly time cards, and sending them to the college payroll office. We also collect the goals and evaluation forms at the beginning and the end of each term and submit them to the appropriate college for a grade. An intern's grade is dependent on the timely submission of these forms.

Our office is open Monday through Thursday, 7:30 a.m. to 5:00 p.m. Vicky Criddle, Program Director, and Nancy Bilderback, Administrative Assistant, are also available to assist you.

Role of Intern/Student

The intern is responsible for timely completion of appropriate tasks and projects, as assigned by their Supervisor/Mentor. There is often a steep learning curve during the first quarter. Students are expected to take an active role in their learning, using good judgment and maturity in all matters. Excellent work habits and job appropriate interpersonal skills are also expected.

The intern is required to work 20 hours per week during the academic terms, and 40 hours per week during the 12-week summer. Interns may not work more than 8 hours per day, except by special arrangement with the Internship Program office. Work hours should be mutually agreed upon, compatible with the student's course schedule and the needs of the workplace. ***An Ames employee should always be present in the general area when an intern is working, in case of an emergency.***

Please Note: Your intern is budgeted for 1,180 total work hours during his/her internship year. Interns extended past their first year are budgeted for 240 work hours per quarter. These totals do not include work time during spring and winter breaks. If you would like your intern to work during a break, please contact the intern's coordinator to discuss options.

The student's personal leave and vacation plans should be discussed with you in advance. Students may use up to 20 hours per quarter during the academic terms for personal leave (illness, family business, medical appointments, studying for finals, etc.). These hours are not cumulative from quarter to quarter. Interns may take up to two weeks off during the summer. They may not work when there is a work site holiday. Interns are only paid for actual hours worked.

The intern is required to attend one or more meetings each quarter arranged by the Internship Program staff. These hours should be counted as work time.

Interns must enroll each term in an experiential or Work Experience course at a community college, plus a minimum of five additional units of their choice. In the summer, students are only required to enroll in an experiential course. A minimum GPA of 2.5 must be maintained.

Program Basics

1. The intern is an employee of Foothill-DeAnza Community College District and the District will provide payroll services and Workers' Compensation insurance.
2. Interns are hired for one year.
3. When appropriate, interns may extend their internship beyond one year. Extensions are granted on a quarter-by-quarter basis, for as many as four quarters. Forms are available from our website, or in our office.

4. Supervisors/Mentors should designate a back up Supervisor/Mentor to sign timecards, goals, or evaluations in case you are away from the office when they are due.
5. Travel for business needs to be documented before the student leaves, using the Travel Request Form that is available in the Internship Office. This will provide Workers' Compensation coverage for the student if injured while on company business offsite. Neither the Internship Program nor NASA has funds to pay for intern travel expenses.
6. **INTERN RIGHTS AND PRIVILEGES REGARDING DUE PROCESS**
The official policies of the Foothill-De Anza Community College District Board of Trustees stipulate that students have certain rights and privileges with respect to due process. In correcting unacceptable student conduct or when terminating student employees if deemed necessary, due process shall be observed to protect the student from unfair and arbitrary imposition of serious penalties.

Any accident occurring to the intern while on work time should be reported to the Internship office immediately (650) 604-5560. We will provide all Workers' Compensation paperwork and assistance. Any health-related problems in your work environment should also be reported to the Internship office immediately.

Prohibition Against Discrimination

NASA and Ames Contractor Supervisors/Mentors and the District shall not discriminate against any person because of race, color, creed, age, national origin, sex, marital status, or veteran's status as provided by law. In addition, NASA and Ames Contractor Supervisors/Mentors and the District shall not discriminate against any person because of handicap under Section 504 of the Federal Rehabilitation Act of 1973 or disability under the Americans with Disabilities Act of 1990.

MAKING THE INTERNSHIP WORK

Through discussion with your intern, Program Coordinator, and co-workers, Supervisor/Mentors can assist in the following strategic planning and goal setting activities to meet Internship Program responsibilities:

1. Commit to learning and personal growth. Develop new skills and knowledge to overcome any barriers to your intern's performance.
2. Engage in discussion to review your intern's performance, and engage in research and experimentation.
3. Help your intern understand job requirements, define job skill, knowledge, and qualify performance requirements. Find job context information to meet job responsibilities: schedules, deadlines, performance benchmarks, work unit goals and strategies, mission, and co-worker expectations.

4. Discuss job related safety issues and protocol. Have your intern take all required safety training. Define training needs and take advantage of all relevant training opportunities to improve skill and knowledge development, and job performance.
5. Provide feedback to determine areas needing improvement and foster a stronger, supportive relationship. Encourage your intern to engage in discussion with key people to reflect on current needs, job skill requirements and goals, and plan strategies to achieve these work goals. Work with your intern to develop measurable objectives, timelines, benchmarks, and deliverables to gauge learning success and completion of job requirements.
6. Help your intern to be responsible and dependable. Clearly define expectations, such as maintaining an established work schedule and notifying you, co-workers, and Program Coordinator if your intern's pattern of attendance varies for any reason, as it may impact the work schedule, productivity, and team morale. Assist your intern in satisfactorily meeting all established requirements and deadlines for registration, program paperwork, employment paperwork, and rules and regulations of the work place. Encourage the intern to show initiative and request information, make suggestions, initiate learning discussions with you and colleagues to foster better relations and promote completion of planned work and personal learning goals.
7. Determine job skill and knowledge requirements and strategies for personal development. Encourage your intern to engage in discussion with key people to reflect on past practice and current needs, job skills, knowledge requirements, and plan strategies to achieve goals.
8. Provide valuable insight based on having "been there and done that" to allow learning from your expertise and sharing your own personal successes and failures.
9. Help your intern develop a professional network to improve internship effectiveness. Engage in discussion to develop strategies and opportunities for access to key resources, events and people.
10. Develop measurable objectives each quarter that define measurable outcomes of learning, knowledge acquisition, and project accomplishments. Allow your intern to attend all required Internship Program learning activities, meet Internship Program seminar attendance requirements, and submit required reports.

Learning Goals

As part of the required Work Experience or experiential course, the student and the Supervisor/Mentor identify four goals, or learning objectives, at the beginning of each term. The student receives four units of course credit and must complete one work-related learning objective for each unit. These learning objectives are statements of purpose and formally define the intended learning objectives in the workplace for that term. Objectives may relate to

training in new projects or they may reflect an effort to achieve mastery of hard and soft skills. The purpose of learning objectives is to:

1. Create a meaningful and worthwhile experience.
2. Enhance workplace success.
3. Define what contribution will be made.
4. Apply school learning in the workplace.

Learning objectives should be challenging without being overwhelming. Dividing a large, difficult task into smaller parts makes it easier to measure progress and makes success more achievable. A learning objective should be specific, measurable, and able to be completed within one quarter. When writing an objective, think about what you want the student to learn, how the student will learn it, and how results will be measured.

Evaluation

At the end of the term, the Supervisor/Mentor and the student meet again to evaluate the student's progress on the learning goals. This meeting is a valuable time to discuss progress as well as expectations for future learning opportunities. Be sure all required sections of the evaluation are completed and signed by you and your intern, and submitted to the Internship Program office by the deadline. This evaluation is submitted to the college to support the grade in the experiential or Work Experience course. Job performance and SCANS skill evaluations comprise 70% of the intern's grade.

- Attachment A – Goals and Objectives
- Attachment B – Written Supervisor Evaluation
- Attachment C – SCANS Skill Development
- Attachment D – Responsibility Reminder
- Attachment E – Sample Intern Timecard
- Attachment F – Vacation/Personal Leave Request Form
- Attachment G – Intern Travel Form