A Guide to Internships for

Undergraduate Students

Syracuse University
The School of Information Studies

This Guide is for undergraduate students at the School of Information Studies, Syracuse University, majoring in Information Management and Technology.

Updated 07/15/2018
Table of Contents

An Introduction to the Internship Process ................................................................. 3
Frequently Asked Questions ......................................................................................... 4
Just the Facts: Finding an Internship ........................................................................ 5
Tips for Finding an Internship Site: ......................................................................... 7
Who’s Who ................................................................................................................. 8
Just the Facts: When you’ve accepted a position..................................................... 9
Just the Facts: Once you’ve started work... ............................................................. 9
A Checklist for your use: ......................................................................................... 11
An Introduction to the Internship Process

The Purpose of an Internship Opportunity:

In recognition that education extends beyond the formal classroom, the faculty of the School of Information Studies (iSchool) recommend students to participate in special learning situations outside existing courses. The internship program is designed to provide the student with the opportunity to work in a day-to-day professional environment under the supervision of an experienced professional and with the guidance of an iSchool faculty member. In addition, the programs are designed to promote positive interaction between the faculty and students of the iSchool and experienced information management and technology professionals in institutions, businesses, libraries, and other agencies.

Where the Internship fits into an iSchool Program:

Students can register internships for credit after completing approximately one-half of their academic program for the School of Information Studies (iSchool). This is to ensure that they have the skills to be successful in the work experience they select. However, students are encouraged to plan early so that their work experience will best parallel their professional goals. It is never too early to contact the Academic Advisor or the Faculty Supervisor to develop a goal and discuss possibilities.

Internship experiences for credit can be used as “Elective IST” credit or “General Elective” credit.
Frequently Asked Questions

1. Am I required to do an internship?
No. Internships are not currently required in the undergraduate curriculum at the School of Information Studies. However, the chance to further develop skills learned in the classroom, to make connections in the working world, and to test possible career plans is an invaluable opportunity that many students choose to take advantage of. In addition, internships are an impressive addition to a recent college graduates resume.

2. How and where do I register for an internship?
You must register through MySlice for your internship credits, just like you would for any other class. Register for IST 471 for all IT work experiences. Be sure to enter the number of credit hours you are seeking for the internship. Most iSchool undergrads choose either three (3) or six (6) credits of internship, depending on the number of hours worked. If you seek three (3) credit hours you must work a minimum of 150 hours; six (6) credits would require 300 work hours. iSchool internship courses have a variable amount of credit associated with them, so be sure to enter the correct number of credit hours you plan to earn. MySlice will default to one credit hour if no amount is entered. If you have questions about registering for your internship, contact Kathy Benjamin (kabenjam@syr.edu) for assistance.

In addition, you must document your internship by submitting the forms found in the IST 471 Blackboard course during the semester you are working at the internship. The Proposal form must be uploaded to the IST 471 Bb at least one week before you begin working. You will not get credit for the internship if you do not turn in this paperwork! In addition, the Proposal cannot be accepted for past work experiences. The three additional forms necessary for internship credit are the Learning Agreement, Student Evaluation and Site Supervisor Evaluation. There are also topics for discussion that require student postings, all of which can be found in the IST 471 Bb. Be sure to check for any other assignments on the syllabus and/or Content/Assignment section of the Bb course.
Just the Facts: Finding an Internship

In selecting a site, use the following Resources:

1. **Academic Advisor.** Your advisor has probably worked with other students in similar situations, and may have suggestions for where you can pursue an internship. He or she may also help you define your skills to include on your resume.

2. **Your program listserv.** This listserv (istugrad) is utilized by the iSchool’s Career Services and Employer Relations team to post some currently available jobs, internships and co-ops, including local to international positions. Information on employer-hosted info sessions and workshops are also sent to the program listservs as they become known to the iSchool Career Center staff.

3. **OrangeLink.** The main web-based system in which students should search for jobs, internships, and co-ops is OrangeLink, https://syr-csm.symplicity.com/students. OrangeLink can also be accessed from your MySlice account.

4. **iSchool Career Services Center (114 Hinds Hall).** This office puts together the iSchool Career Fairs, held every fall and spring semester, where employers come to campus to meet students with technology skills to fill internship and employment opportunities within their organizations.

The members of the Career Services Center can help with resume preparation, mock interviews, and career guidance. They can also help you with internship requirements for credit and working with employers to schedule information sessions and events on campus as well as post job/internship opportunities in OrangeLink.

Schedule an appointment through OrangeLink to meet with any member of the Career Services Center. You can also visit their website for more information: https://ischool.syr.edu/careers/ischool-career-center/
Internship sites are as varied as the students who find them. When you are searching for a site, consider these organizations that have hosted interns in past semesters:

- **Ernst & Young (EY)**, New York, NY
- **JPMorgan Chase & Co.**, New York, NY
- **Deloitte Consulting**, New York, NY
- **General Electric (GE)**, Schenectady, NY
- **Sidearm Sports**, Syracuse, NY
- **Cognizant Technology Solutions**, Teaneck, NJ
- **Metropolitan Washington Airport Authority**, Sterling, VA
- **Fidelity Investments**, Boston, MA
- **Iron Mountain**, Boston, MA
- **Cardinal Health**, Dublin, OH
- **Crowe Horwath**, New York, NY
- **Federal Reserve Board of Governors**, Washington, DC
- **Revlon**, New York, NY
- **KPMG**, New York, NY
- **Fox News**, New York, NY
- **IBM**, Gaithersburg, MD
- **SiriusXM Satellite Radio**, New York, NY
- **The Hartford Financial Services Group**, Hartford, CT
- **Atlantic Records**, New York, NY
Tips for Finding an Internship Site:

⇒ **Use all your connections.** The internship opportunity does not have to come from the iSchool or Career Services. Feel free to enlist the help of family, friends, professors, administrators, or anyone else you may know who is in a position to help you. Be creative in the utilization of resources from the library such as national guides for internships to reach outside of the Syracuse community. There is a vast assortment of online resources available that provide lists of internships worldwide, as well as individual company websites listing internship opportunities. Just keep in mind that the site and your role there must meet the criteria specified by the School of Information Studies in order for you to earn credit.

- There must be a Site Supervisor who has professional work experience and is more knowledgeable about the work than the student
- The Site Supervisor must be willing to guide, supervise, and evaluate the student
- There must be specific, finite tasks for the student to complete
- These tasks must be considered educationally useful by the faculty supervisor
- Be sure to obtain the faculty supervisor’s approval **before** you begin work

⇒ **Have an effective resume.** Remember, this may be your initial contact with an employer. Make sure it reflects exactly what you want conveyed to an employer. There are a variety of resume workshops scheduled during the academic semesters, usually before career fair time. These workshops could be one-on-one resume review sessions with employers that come to the iSchool or could be in a group setting hosted by the iSchool Career Services team. Students who may be unfamiliar with the resume and its purpose can start by visiting the iSchool Career Service’s website for a resume template ([https://ischool.syr.edu/careers/career-resources/](https://ischool.syr.edu/careers/career-resources/)). Once a resume draft has been created, you should schedule an appointment with a Career Services advisor through OrangeLink for a resume review. They can give you tips and pointers for an effective resume to send to potential employers.
Who’s Who

A guide to the important players in your internship opportunity search and successful experience:

1. **Internship Student.** This is you. The weight of this experience is on you, but the benefits are yours to reap. Here are some things you MUST do:
   - be proactive in your search for an internship opportunity
   - ask questions and be persistent in securing an internship
   - turn in the necessary paperwork on time
   - meet with your Faculty Supervisor

2. **You’re Faculty Supervisor.** This faculty member will act as the professor for the course, assisting you throughout the internship opportunity, contacting your Site Supervisor to track your performance, and assigning your grade.

3. **Site Supervisor.** This is the person with whom you will work at the site. He or she is not determined until you have selected a site and been offered a position; and this might not be the same person who hired you. In order to qualify for this position, this person must have skills superior to yours, have professional work experience, and must be willing to guide you and evaluate your work. The Site Supervisor’s main responsibilities are to:
   - advise you in your work
   - orient you to the site
   - provide you with the necessary space and supplies to work
   - assist with completion of the Learning Agreement
   - evaluate you at the completion of your assignment
   - communicate with the Faculty Supervisor in reference to your work

4. **Career Counselor.** The Career Services Center located at 114 Hinds Hall can help with preparing students for their career search by working with you on resumes, cover letters, mock interviews or career advice. You can sign up for an appointment in OrangeLink. Appointments can be made by going into OrangeLink and clicking on the **REQUEST AN APPOINTMENT** link on the right side of your homepage.

5. **Career Services & Employer Relations Coordinator** Kathy Benjamin, kabenjam@syr.edu, can help you with the internship process. She can also assist with internship registration issues and general help for internship and career searches. Kathy is the go-to person for CPT and OPT letters for international students.

6. **Slutzker Center of International Services.** International students must see their advisor in this office to ensure that they can work in the United States. **There is additional paperwork required by the SCIS that you must complete prior to starting an internship.** The Slutzker Center is located on Walnut Place (across Waverly Ave. from Bird Library) and the telephone number is 315-443-2457.
Just the Facts: When you’ve accepted a position...

Step 1: Contact your Faculty Supervisor, particularly if you have not done so up to this point. This person will make sure that your selected site is appropriate before you have spent significant time filling out paperwork.

Step 2: Register for the course through MySlice. It is preferable to register during the regular registration period for a semester. If you have any registration questions or concerns, contact Kathy Benjamin, Career Services & Employer Relations Coordinator, 114 Hinds Hall, or email her, kabenjam@syr.edu. You may register before you have found a site if you anticipate that you will find one during a particular semester.

Step 3: Fill out the Proposal Form and submit it to Bb course for IST 471. This documents your internship opportunity with the School of Information Studies but must still be approved by the faculty supervisor. This form provides the school with a brief, overall outline of what you think you will be doing at the site. While it must have some detail, you do not need to know every aspect of your internship at this point. If you need assistance, discuss the form with your Site or Faculty Supervisor. This form MUST be turned in at least one week before you begin work.

Just the Facts: Once you’ve started work...

Step 4: Complete the Learning Agreement. This form should be completed once you have worked 30 hours for the site. By this point, you will have a much better idea of exactly what you are doing on the job, and can detail your assignment more accurately. If there are changes between what you expected to do and what you find you are actually doing, report them here. You may limit your response to the form, or attach additional pages if necessary. This form is an important part of your grade, so it should be taken seriously and filled out with care. Upload your Learning Agreement to the Bb course for IST 471.

Step 5: Check IST 471 Bb for any additional assignments/postings during the semester.

Step 6: Midway point. Expect your Faculty Supervisor to contact your Site Supervisor for a discussion of your performance. In some local cases, the Faculty Supervisor may make a site visit.

Step 7: Finish the work assignment. At this point, you must complete the Student Evaluation Form and upload it to the Bb course for IST 471. This form will not affect your grade, but will give you the opportunity to rate the value of the experience in relation to your overall program at the School of Information Studies and to your career goals.
Step 8: **Ensure that your Site Supervisor has completed the Site Supervisor Evaluation Form.** Your supervisor will receive a copy of this form early in your internship, but it is a good idea for you to make sure that he or she is in possession of the correct form, and that it is returned in a timely manner. All site supervisor evaluations should be returned to Kathy Benjamin (kabenjam@syr.edu) or faxed to her at 315-443-5673. In addition to the form provided by the School of Information Studies, the Site Supervisor may choose to evaluate your performance using an in-house evaluation form. This is also an excellent time to request that your Site Supervisor provide you with a reference letter for your future use.
A Checklist for your use:

1. Finding an Internship Position:
   - Meet with your Academic Advisor (recommended)
   - Check OrangeLink and program listserv for internship opportunities
   - Familiarize yourself with the internship process outlined in the iSchool’s “A Guide to Internships for Undergraduate Students”

II. After you have accepted an offer:
   - Contact your Faculty Supervisor (recommended)
   - Register for IST 471
   - Meet with your Site Supervisor
   - Fill out a Proposal Form, submit it to IST 471 Bb course before starting work at the site

III. During the internship:
   - Fill out the Learning Agreement, upload it to IST 471 Bb course after you have worked 30 hours
   - Work the necessary number of hours
   - Complete any postings and/or assignment(s) for your Faculty Supervisor

IV. Upon completion of the assignment:
   - Fill out the Student Evaluation Form
   - Remind your Site Supervisor to complete an evaluation form
   - Complete any assignment(s), if required, for your Faculty Supervisor