



# The University of Memphis Guide to Academic Internships

*Put a Tiger on your Team*

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# **INTERNSHIP BASICS**

## **Internships Defined**

An internship is a practical work experience in a student's chosen major/field of study. Students who intern have the opportunity to make important connections between theory and application. Learning objectives are used to reflect on what the student has learned during the duration of the internship experience. The internship will be monitored by a representative from your organization (internship site supervisor) and a representative from the University of Memphis (faculty or staff).

## **Time Frame**

Internships occur during the academic period (Fall, Spring, and Summer). Students can typically earn 3-6 hours of academic credit. Internships usually require 150 clock hours for 3 hours of academic credit, and 300 clock hours for 6 hours of academic credit. It is the student's responsibility to check with their academic department to find out how many hours they need to work to achieve academic credit.



## **Academic Credit**

- Student applies classroom theory to real-world work experience.
- Student works directly with a faculty member who will track students' work and receive written reports and evaluations.
- Student will complete a final project at the end of internship.
- Grades are based upon evaluations by the internship site supervisors and additional work submitted to the faculty advisor.
- The faculty member overseeing the internship may visit the student onsite and consult with the internship site supervisor by email, phone and/or other visits as needed.

## **Learning Objectives**

- Creating learning objectives is important in defining the internship goals and activities for students.
- Students will have a clear understanding of what they will gain from the experience and have clear and realistic expectations.
- Learning objectives allow the students to have a more rewarding experience and enhance the career and academic development of the interns.

## **Paid vs. Unpaid Internships**

- Internships can be paid or unpaid.

- For unpaid internships, be mindful of the Department of Labor guidelines for organizations that are “for-profit”. (See appendix)
- Whether paid or unpaid, we strongly encourage employers to remind students to sign up to receive academic credit for the internship.

### **Sustainability**

The more prepared you are for your intern, the more sustainable your internship program will become. In the end, the intern, your organization, the University of Memphis, and the West Tennessee community will benefit.

## **ORGANIZATIONAL BENEFITS**

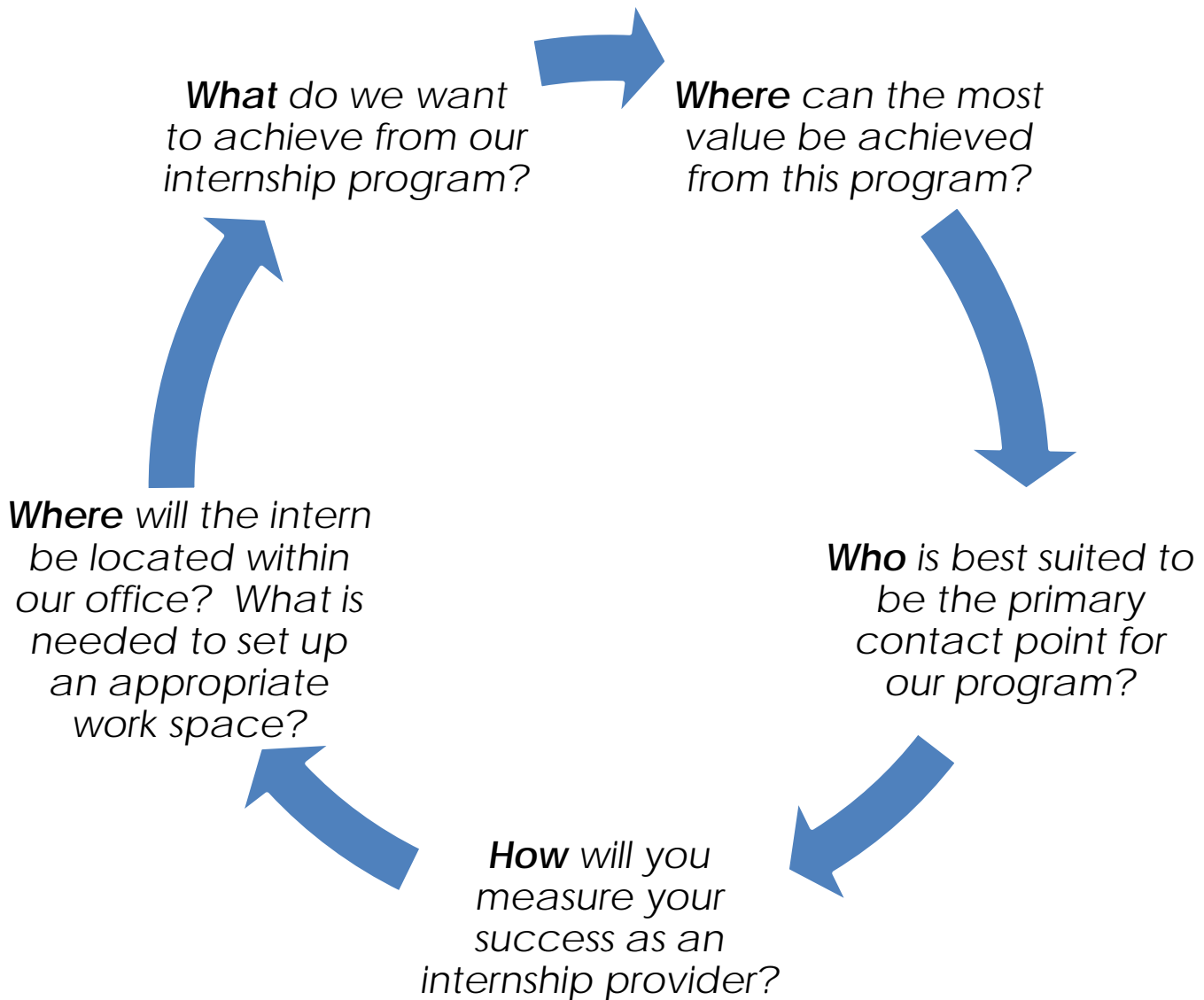
Internships offer the employer:

- **EARLY RECRUITING** – An internship is like a 150 hour interview of a potential employee
- **NEW IDEAS**
- **RECRUITING PIPELINE**
- **MENTOR & SUPERVISORY EXPERIENCE**
- **RECRUITING ADVOCATES** – Interns can help find other interns. If they have a good experience they are likely to share with other students.
- **LOWER TRAINING COSTS** – Interns can shorten the learning curve into full employment as they will already understand the organization and culture.
- **COMMUNITY INVESTMENT** – Sponsoring an intern helps grow and develop tomorrow’s future leaders, and helps keep them right here in Memphis and West Tennessee.

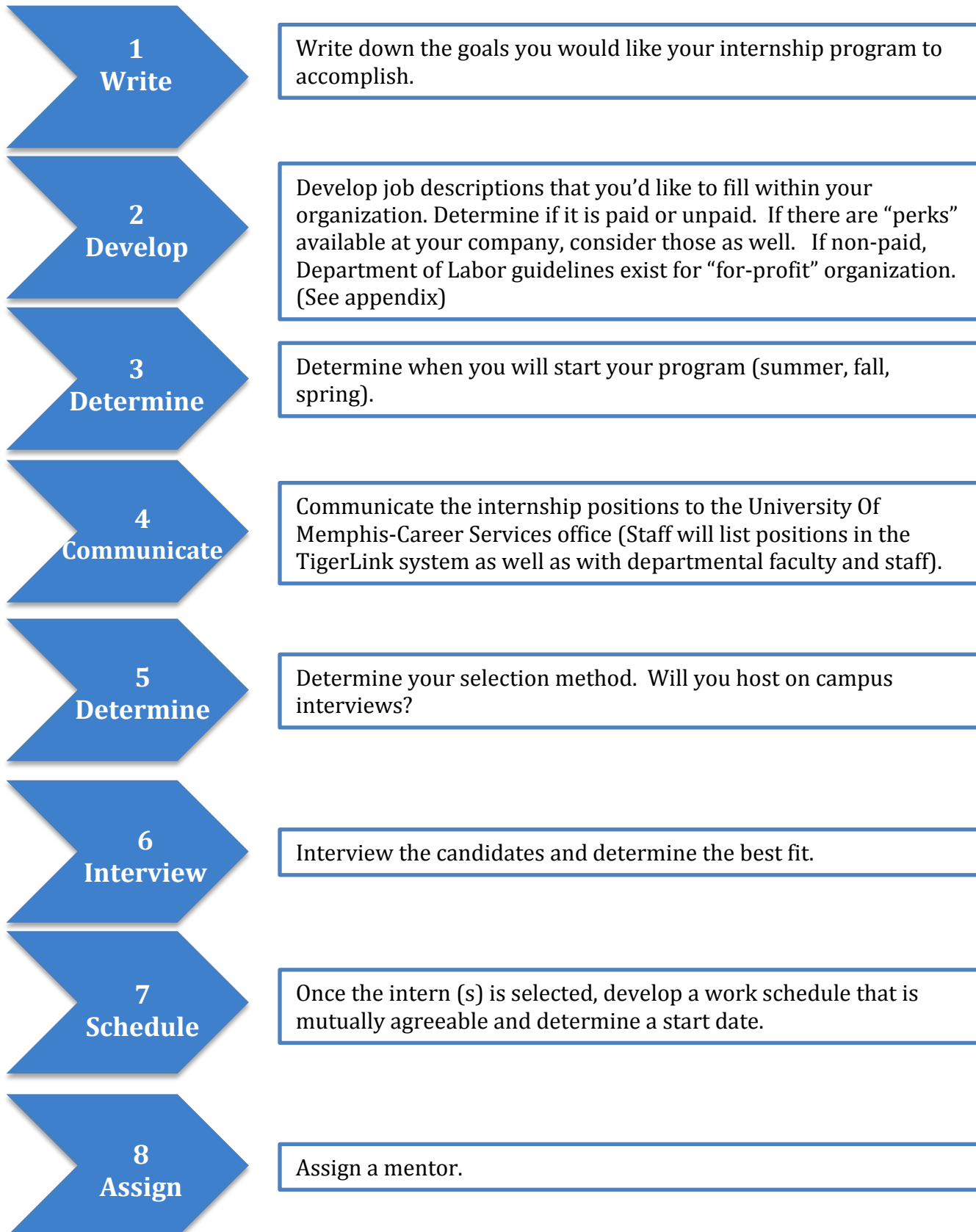
By starting and maintaining an internship program in your organization, you have a win-win for your organization, the intern (s) involved, and the overall West Tennessee community.

# STRUCTURING YOUR PROGRAM

To get started, consider the following questions for your organization:



## 8 Easy Steps to Getting Started



# ORIENTATION CHECKLIST

Developing a checklist or schedule for your intern will be helpful prior to the arrival of your intern. The checklist will enable the student to feel a sense of belonging to the organization and structure to the internship program. By planning ahead on the front end, your internship program will be more productive and effective!

Internship Orientation Checklist			
Office Tour and Facility Information		Policies and Procedures	
Make sure the intern work station is in order		Complete HR paperwork	
Location of restrooms, break room, supply room, conference room, etc.		Go over written policies and procedures	
Take intern on tour of entire facility and introduce to department staff and key personnel.		Protocols for dress, behavior, correspondence, and work space maintenance.	
Discuss mail and telephone system operation.		Review general administrative procedures	
Suggest food locations within facility (if applicable)		Issue badge, building access cards, and codes	
Internship Position Information		Organization Information	
Provide intern with New Intern Handbook.		Explain the mission of the organization and organizational structure.	
Assign guide/mentor for intern who will be able to answer general questions.		Discuss the history, values and overall objective of the organization.	
Discuss schedule/hours, payroll, time cards or sheets (if applicable).		Provide intern with company reading materials such as journals, newspapers, etc.	
Go over learning objectives, job duties and responsibilities, and expectations.		Opportunities to sit in on board meetings or attend community events.	
Make sure the intern has email account and login information to computer.		Brief overview of each department and special details of the department that the intern will be working with during the internship experience.	
Throughout the internship, monitor the intern's work, provide feedback as often as needed, and encourage the intern to ask questions!			

# **FREQUENTLY ASKED QUESTIONS**

## **How can I get the word out to campus about my open internship position?**

- Post the position in TigerLink, The University of Memphis online job and intern database. For more information about posting internships in TigerLink email [ydillard@memphis.edu](mailto:ydillard@memphis.edu)
- Once the internship is posted in TigerLink, the Office of Academic Internships will promote your opportunity to the departments you want to recruit from, on Facebook, LinkedIn, and in a weekly newsletter to University faculty and staff.

## **What paperwork do I need to fill out?**

- The paperwork you need to fill out may slightly vary depending on the academic study of the student you hire.
- Each department normally has a learning contract that the intern site supervisor will need to sign. (The student will provide this form)
- Most organizations have interns fill out an application form to keep on file. Sometimes this form is the same as the application for regular employees. Other times organizations will create a form specific for interns.

## **What does a typical interns schedule look like?**

- Interns should work with their site supervisor to develop a mutually agreeable schedule.
- Most interns will work between 10-15 hours per week. This varies depending on how many hours the intern should complete by the end of the semester.

## **Are there any types of evaluation forms I need to fill out?**

- For academic internships, we recommend a mid-term and final evaluation. (See appendix)

## **Is the Intern allowed to rotate between departments?**

- Some organizations value the intern rotating to each department to gain a more comprehensive knowledge of the company. If you decide that your intern will rotate between departments we suggest they rotate in 2-3 week periods.

## **What if the intern is not a good fit?**

- First, schedule a meeting with the intern to discuss any concerns.
- If you have counseled with the intern and have not seen progress contact the Office of Academic Internships or the intern's faculty advisor.

## **Should I expect a site visit from someone at the University of Memphis?**

- Site visits are very common and depend on the area of study of the intern. Typically site visits will occur at the beginning or mid-term of the internship.



# **APPENDICES**

Sample Job Description

Log of Hours

Mid-Term Evaluation

Final Evaluation

Department of Labor Guidelines

# **SAMPLE INTERNSHIP JOB DESCRIPTION**

Your internship position should provide students with enough information to help them make an informed decision to determine if they qualify for the position. Your description should include:

- Organization Information/Profile
- Description of intern's tasks, responsibilities, and desired skills
- Preferred major, classification, and GPA
- Compensation and academic credit
- Preferred application method
- Description should include your company's logo

## **EXAMPLE**

**Position Title: Event Coordinator Intern**

### **Company Information:**

JC Hotel and Resort

Hotel and resort located in the heart of Memphis. Our riverwalk location is ideal for your next big event! Close to boutiques, shopping malls, arena, and other cultural attractions. We have over 1,500 guest rooms, as well as 100 suites, 8 restaurants/lounges, and over 150,000 square feet of meeting space.

### **Qualifications:**

We are looking for an individual who is self-motivated and organized. Intern should be familiar with Microsoft Office. The individual should have excellent communication skills and a positive customer service attitude. Attention to detail is a must. All majors are welcomed (Hospitality and Marketing majors preferred).

### **Responsibilities:**

Work with for-profit and non-profit employers and organizations to increase awareness of services offered through our organization. Schedule meeting rooms and conference facilities. Coordinate in house and external events such as: weddings, conferences, meetings, etc. Provide customer service to guest during on site events. Develop new partners.

### **Compensation and Academic Credit:**

This is a paid internship position, with pay based on experience. Students are encouraged to receive academic credit for their internship experience with their academic major or as an elective.

### **How to Apply**

To apply, students should send resumes to: (name of contact and email address)

# LOG OF HOURS WORKED

Name of Organization:\_\_\_\_\_

Date	Hours Worked	Describe Work Completed

Internship Site Supervisor (Signature):\_\_\_\_\_ Date:\_\_\_\_\_

Student (Signature):\_\_\_\_\_ Date:\_\_\_\_\_

Faculty Advisor (Signature):\_\_\_\_\_ Date:\_\_\_\_\_

# STUDENT MIDTERM EVALUATION

Complete and return as an email attachment by the midpoint of your internship period.

Name of Intern \_\_\_\_\_ email \_\_\_\_\_

Name of Field Supervisor \_\_\_\_\_ email \_\_\_\_\_

Internship Location \_\_\_\_\_

1. Identify new knowledge, skills or attitudes you have acquired in your internship.
2. Describe successful activities or accomplishments in your internship.
3. Analyze your response (s) to challenges or problems you have confronted in your internship.
4. Identify assistance needed to successfully complete your internship. Do you need assistance from the Office of Academic Internships?

# SUPERVISOR MIDTERM EVALUATION

Complete and return as an email attachment by the midpoint of the internship period.

Name of Intern \_\_\_\_\_ email \_\_\_\_\_

Name of Field Supervisor \_\_\_\_\_ email \_\_\_\_\_

Internship Location \_\_\_\_\_

1. Identify new knowledge, skills or attitudes the intern has acquired in the internship.
2. Describe successful activities or accomplishments in the internship.
3. Analyze the intern's response to challenges or problems confronted in the internship.
4. Identify assistance needed by the intern or the supervisor to successfully complete the internship.

# STUDENT FINAL INTERNSHIP EVALUATION

Complete and return as an email attachment at the end of your internship. A copy should be in your final portfolio.

Name of Intern \_\_\_\_\_email\_\_\_\_\_

Name of Field Supervisor\_\_\_\_\_ email\_\_\_\_\_

Internship Location\_\_\_\_\_

- 1. Identify new knowledge, skills or attitudes you have acquired in your internship. How did this help you apply what you had learned in your major?
- 2. Identify the accomplishments in your internship that you feel will benefit your career.
- 3. Rate the overall internship experience from 1-5, with 5 being an exceptional experience and one being an unsuccessful experience. 1 2 3 4 5  
Comments:

Evaluate the following areas with 5 being strongly agree and 1 being strong disagree.

	Strongly Agree			Strongly Disagree	
My internship site was well-suited for me.	5	4	3	2	1
My supervisor provided appropriate instructions.	5	4	3	2	1
My supervisor included networking and mentoring In my experience.	5	4	3	2	1
My supervisor provided helpful feedback to help me be successful.	5	4	3	2	1
My work schedule was reasonable.	5	4	3	2	1
I would recommend this organization to future Interns at the U of M.	5	4	3	2	1

Include a copy of this also in your portfolio.

# INTERNSHIP SUPERVISOR FINAL EVALUATION

Complete and return as an email attachment at the end of the internship period. A copy of this document should also be in your intern's final portfolio

Name of Intern \_\_\_\_\_ email \_\_\_\_\_

Name of Field Supervisor \_\_\_\_\_ email \_\_\_\_\_

Internship Location \_\_\_\_\_

	Strongly Agree			Strongly Disagree	
The quality of this student's work was consistently excellent.	5	4	3	2	1
This student was reliable about fulfilling the requirements of the internship.	5	4	3	2	1
This student reported to work on time consistently.	5	4	3	2	1
This student never had an unexcused absence.	5	4	3	2	1
The student demonstrated professional behavior. and appropriate dress for our organization.	5	4	3	2	1
The student contributed positively to our organization.	5	4	3	2	1
The student meshed well with our organization's culture	5	4	3	2	1

If a position was open in my organization, I would extend a job offer. Yes \_\_\_\_\_ No \_\_\_\_\_

Would you recommend this student to another employer as an intern? Yes \_\_\_\_\_ No \_\_\_\_\_

Would you be willing to write a letter of reference for this intern? Yes \_\_\_\_\_ No \_\_\_\_\_

What recommendations would you make to the student for his or her next work experience?

Additional Comments and Suggestions For The U of M Academic Internship Program:

## **Fact Sheet #71: Internship Programs Under The Fair Labor Standards Act**

This fact sheet provides general information to help determine whether interns must be paid the minimum wage and overtime under the Fair Labor Standards Act for the services that they provide to “for-profit” private sector employers.

### **Background**

The Fair Labor Standards Act (FLSA) defines the term “employ” very broadly as including to “suffer or permit to work.” Covered and non-exempt individuals who are “suffered or permitted” to work must be compensated under the law for the services they perform for an employer. Internships in the “for-profit” private sector will most often be viewed as employment, unless the test described below relating to trainees is met. Interns in the “for-profit” private sector who qualify as employees rather than trainees typically must be paid at least the minimum wage and overtime compensation for hours worked over forty in a workweek.\*

### **The Test For Unpaid Interns**

There are some circumstances under which individuals who participate in “for-profit” private sector internships or training programs may do so without compensation. The Supreme Court has held that the term “suffer or permit to work” cannot be interpreted so as to make a person whose work serves only his or her own interest an employee of another who provides aid or instruction. This may apply to interns who receive training for their own educational benefit if the training meets certain criteria. The determination of whether an internship or training program meets this exclusion depends upon all of the facts and circumstances of each such program.

The following six criteria must be applied when making this determination:

1. The internship, even though it includes actual operation of the facilities of the employer, is similar to training which would be given in an educational environment;
2. The internship experience is for the benefit of the intern;
3. The intern does not displace regular employees, but works under close supervision of existing staff;
4. 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;
5. The intern is not necessarily entitled to a job at the conclusion of the internship; and
6. The employer and the intern understand that the intern is not entitled to wages for the time spent in the internship.

If all of the factors listed above are met, an employment relationship does not exist under the FLSA, and the Act’s minimum wage and overtime provisions do not apply to the intern. This exclusion from the definition of employment is necessarily quite narrow because the FLSA’s definition of “employ” is very broad. Some of the most commonly discussed factors for “for-profit” private sector internship programs are considered below.



### **Similar To An Education Environment And The Primary Beneficiary Of The Activity**

In general, the more an internship program is structured around a classroom or academic experience as opposed to the employer's actual operations, the more likely the internship will be viewed as an extension of the individual's educational experience (this often occurs where a college or university exercises oversight over the internship program and provides educational credit). The more the internship provides the individual with skills that can be used in multiple employment settings, as opposed to skills particular to one employer's operation, the more likely the intern would be viewed as receiving training. Under these circumstances the intern does not perform the routine work of the business on a regular and recurring basis, and the business is not dependent upon the work of the intern. On the other hand, if the interns are engaged in the operations of the employer or are performing productive work (for example, filing, performing other clerical work, or assisting customers), then the fact that they may be receiving some benefits in the form of a new skill or improved work habits will not exclude them from the FLSA's minimum wage and overtime requirements because the employer benefits from the interns' work.

### **Displacement And Supervision Issues**

If an employer uses interns as substitutes for regular workers or to augment its existing workforce during specific time periods, these interns should be paid at least the minimum wage and overtime compensation for hours worked over forty in a workweek. If the employer would have hired additional employees or required existing staff to work additional hours had the interns not performed the work, then the interns will be viewed as employees and entitled compensation under the FLSA. Conversely, if the employer is providing job shadowing opportunities that allow an intern to learn certain functions under the close and constant supervision of regular employees, but the intern performs no or minimal work, the activity is more likely to be viewed as a bona fide education experience. On the other hand, if the intern receives the same level of supervision as the employer's regular workforce, this would suggest an employment relationship, rather than training.

### **Job Entitlement**

The internship should be of a fixed duration, established prior to the outset of the internship. Further, unpaid internships generally should not be used by the employer as a trial period for individuals seeking employment at the conclusion of the internship period. If an intern is placed with the employer for a trial period with the expectation that he or she will then be hired on a permanent basis, that individual generally would be considered an employee under the FLSA.

### **Where to Obtain Additional Information**

This publication is for general information and is not to be considered in the same light as official statements of position contained in the regulations.

### **For additional information, visit our Wage and Hour Division Website:**

**<http://www.wagehour.dol.gov> and/or call our toll-free information and helpline, available 8 a.m. to 5 p.m. in your time zone, 1-866- 4USWAGE (1-866-487-9243).**

\* The FLSA makes a special exception under certain circumstances for individuals who volunteer to perform services for a state or local government agency and for individuals who volunteer for humanitarian purposes for private non-profit food banks. WHD also recognizes an exception for individuals who volunteer their time, freely and without anticipation of compensation for religious, charitable, civic, or humanitarian purposes to non-profit organizations. Unpaid internships in the public sector and for non-profit charitable organizations, where the intern volunteers without expectation of compensation, are generally permissible. WHD is reviewing the need for additional guidance on internships in the public and non-profit sectors.