



UCSF STAFF INTERNSHIP PROGRAM

2018-19 Orientation Handbook

**Romina Reyes &
Lance W. Page**
UCSF Human
Resources and UCSF
Learning &
Organization
Development

Table of Contents

What is the UCSF Staff Internship Program?	2
Internships: Why do they work?	2
The Host Manager's Role	2
<i>Responsibilities of the Host Manager</i>	2
<i>Host Manager's impact on the Intern</i>	2
Definition of an Intern	3
Internship Suggested Timeline	4
Internship Onboarding Checklist	5
Internship Transition Agreement	6
Intern Development Plan	8
Intern Performance Evaluation	10
Key Contacts	11

What is the UCSF Staff Internship Program?

A UCSF program designed to allow employees to gain experiences in host UCSF departments and obtain new skills and knowledge needed for their development.

Internships: Why do they work?

Effective internships are reciprocal: Both parties gain access to information, ideas, and new ways of doing things.

Experience is the best teacher- Internships thrive because having another person and department provide growth experiences, explain something to you and answer your questions is a preferred way of learning knowledge, skills, and abilities over seeing it on video or reading about it.

The Host Manager's Role

Responsibilities of the Host Manager

1. Commit to meeting with intern on a regular basis. Establish how and when those meetings will take place.
2. Assist your intern in identifying professional goals and objectives linked to the internship.
3. Assist your intern in developing and maintaining the Internship Goals and Agreements.
4. Facilitate creation of intern development plan.
5. Provide regular performance feedback.
6. Integrate the intern into regular departmental activities and meetings.
7. Establish a colleague mentor for the intern.

Host Manager's impact on the Intern

Assists intern by (Corporate Leadership Council, 2010):

1. Helping intern perform their job better
2. Keeping intern more informed about the organization
3. Providing information and feedback that can be used on the job
4. Coaching intern to develop new knowledge, skills, and abilities
5. Accelerating intern development

Definition of an Intern

An intern refers to a less experienced person such as an advanced student, employee or graduate usually in a professional field (such as medicine or teaching) gaining supervised practical experience (as in a hospital or classroom). Merriam-Webster On-line Dictionary

Defining Effective and Ineffective Characteristics of an Intern

Effective Characteristics

Goal-Oriented

Effective interns place a high value on setting and accomplishing goals.

Seek Challenges

Effective interns are not satisfied with status quo and are vocal about wanting and accepting new challenges.

Take Initiative

Effective interns do not wait for others to notice them or their abilities and are willing to initiate a positive learning activity.

Show Eagerness to Learn

Effective interns are curious about what they do not know and are able to ask for assistance or resources when faced with uncertain circumstances.

Accept Personal Responsibility

Effective interns do not shift blame, procrastinate or become easily distracted, but readily admit and own failures and shortcomings.

Ineffective Characteristics

Too Self-Promoting

Ineffective interns are constantly positioning themselves or engaging in name-dropping.

Too Busy

Ineffective interns have too much activity going on in their lives and will not give the internship the proper time and attention required to be successful.

Lack Focus

Ineffective interns hop from one thing to the next without fully committing to anything.

Overly Dependent

Ineffective interns are overly needy for approval or require constant supervision.

Internship Suggested Timeline

ACTIVITY	START	END
Internship Period	3/11/2019	7/12/2019
Establish Transition Agreement	3/11/2019	3/15/2019
Create Intern Development Plan	3/18/2019	3/22/2019
Intern Development Plan Progress Check-in-Month 1	4/8/2019	4/12/2019
Intern Development Plan Progress Check-in-Month 2	5/13/2019	5/17/2019
Intern Development Plan Progress Check-in-Month 3	6/10/2019	6/14/2019
Intern Development Plan Progress Check-in-Month 4 & Overall Performance Evaluation	7/8/19	7/12/19

Internship Onboarding Checklist

Home Intern Manager Checklist	✓
Prepare the workspace for your intern – computer, telephone, access to systems and applications needed for the internship. It is best if the intern can use his or her own laptop.	
Call or email the intern a few days before start date to welcome and briefly inform of arrival time, location, parking, dress, code, etc.	
Assign a mentor for the intern. The mentor is the person selected to train the intern and help the intern be on track with their responsibilities and/or project/s. The mentor will monitor the intern’s progress and provide honest feedback and constructive criticism. The mentor will serve as their contact for questions and help intern with the transition into his/her new role and environment.	
Provide an orientation agenda. What should your intern expect within the first week?	
<ul style="list-style-type: none"> • Review of department policies and orient intern to the department. Discuss workplace safety and emergency policies. • Give the intern a tour of your department, supplies room, etc. • Orient to office equipment. • Introduce to the team - explain the intern’s role and the relationship to each team member and share information about department environment. • Provide staff directory. 	
Discuss learning objectives, goals, responsibilities, and projects with the intern. Include how the internship position can support the department’s mission, needs and goals.	
Create a list of learning goals with your intern and create a plan on how to accomplish them.	
Schedule a regular meeting with your host manager and/or mentor to review your progress and provide performance feedback.	
Complete monthly development plan and share with the Staff Internship Coordinator by emailing at the end of the month.	



Internship Transition Agreement Home Manager & Intern (to complete)

State continued responsibilities expected of the staff intern at 20% of his/her time.

Host Manager & Intern (to complete)

Goals – What are the goals for the internship period? What skills and learnings will the intern gain through the program? (State goals that are specific and measurable and evaluate accomplishments at the end of the internship period.)

Expectations – What expectations does the mentor have of the mentee? What expectations does the mentee have for the mentor?

Mentee:

Mentor:

Meetings: Set a meeting to go over intern’s progress. We recommend an hour once a week with the mentor.

Day: _____

Time: _____

We mutually agree with the responsibilities, goals and expectations stated on this agreement.

Home Manager: _____

Host Manager: _____

Intern: _____

Intern Development Plan

Intern's Name: _____



First Month	Initial	
Develop Goals:	Intern	Mentor
Second Month	Intern	Mentor
Goal Progress check:		
Strengths:		
Areas of improvement:		
Third Month	Intern	Mentor
Progress check: (measurement of goals)		

Strengths:		
Areas of improvement:		
Fourth Month	Intern	Mentor
Progress check: (measurement of goals)		
Strengths:		
Areas of improvement:		

By signing, you agree that both parties have reviewed and discussed this information.

Host Manager: _____

Intern: _____



Intern Performance Evaluation

Manager to complete. Please indicate (with an X) the level that represents the intern's performance.

Ability to learn	Excellent	Good	Average	Poor	N/A
Open to new experiences and challenges					
Seeks out and utilizes resources					
Asks relevant questions					
Observes and pay attention to mentor					
Shows initiative and assumes responsibility in getting work done					
Accepts responsibility for mistakes and learns from experiences					
Skills	Excellent	Good	Average	Poor	N/A
Listens to mentor in an active and attentive manner					
Easily comprehends verbal instructions from mentor					
Attention to detail					
Effectiveness in written communication skills					
Effectiveness in oral communication skills					
Effectively participates in feedback sessions					
Respects feedback from mentor					
Demonstrates analytical skills					
Ability to complete tasks on time					
Interpersonal Skills	Excellent	Good	Average	Poor	N/A
Ability to relate to co-workers effectively					
Supports and contributes to team					
Demonstrates courteous behavior to team					
Manages and resolves conflict with team member/s					
Promotes positive work relationships with co-workers, mentor and manager					
Respects department policies					
Reports to work as scheduled					
Demonstrates ethical and professional behavior					
Respects the diversity of the team					
Mentor Comments					
Host Manager Comments					
Interns Comments					

Host Manager Signature

Date

Intern Signature

Date

Key Contacts

Romina Reyes, Program Coordinator, Romina.Reyes@ucsf.edu, 3-8910

Lance Page, Program Coordinator, Lance.Page@ucsf.edu, 3-9256