
City of Boca Raton

College Student Internship Program

Program Guide



“Putting Education to Work”

Human Resources
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Purpose

The City of Boca Raton has established a paid College Student Internship Program to provide college students with practical work experience related to their academic major. The College Student Internship Program also provides the City of Boca Raton with a potential pool of applicants for future full time or part-time employment. Internships are offered on an ongoing basis depending upon the needs of participating departments.

Introduction

The City of Boca Raton (hereinafter “the City”) offers the College Student Internship Program (hereinafter “the Program”) to incoming college students, current college students and students pursuing graduate degrees. The Program is an extremely valuable experience for students. It is designed to offer the student an opportunity to incorporate realistic and practical work experiences, not normally achievable in a classroom setting, into their academic programs. Accordingly, the Program blends classroom theory with real-life practice. This objective is achieved by providing a supervised work experience for the student that enhances the student’s academic expertise, proficiency in completing tasks, and problem-solving abilities. It also enables a student to gain insights into how municipal government works and the roles of employees in the overall operation. The City will gain the services of dependable, conscientious, motivated and knowledgeable students who are able to think critically, work on special projects, bring a helping hand, and a fresh perspective. Lastly, it provides contacts and networking opportunities to assist in securing possible future employment within the City which ultimately serves as a great benefit for all parties involved.

Parties to the Internship Relationship

- **Intern:** The student who participates in and receives compensation and who may also receive academic credit for the Internship depending upon the Intern's college courses. The City only considers individuals who are entering or who are enrolled in an accredited college/university as an undergraduate or who are pursuing a graduate degree from an accredited college/university.

- **Human Resources:** The Human Resources Department is the liaison between the Intern and each individual City Department that utilizes the Intern. Human Resources coordinates all personnel aspects such as, but not limited to, recruitment, hiring, orientation and Program conclusion. Human Resources is also available to the participating department and the Intern for any other personnel-related matters while an Intern is in the Program.

- **Department Internship Coordinator:** Each participating department has designated a Department Internship Coordinator (hereinafter "Coordinator")¹ who directs the on-site efforts of the Intern and provides the "real world" work environment and work experience for the Intern. The Coordinator works with the Intern by establishing work goals, monitoring and guiding the Intern's work, providing *Evaluations* and scheduling an *Exit Interview* for the Intern with Human Resources

Program Overview

- A. **Eligibility:** In order to be eligible to participate in the Program, the Intern must be able to legally work in the United States and demonstrate through the City's application process that he/she is entering or enrolled in an undergraduate or graduate degree-seeking program at an accredited college/university.

¹ The Coordinator may also be referred to as the Immediate Supervisor.

- B. Program Term(s):** Internships are offered on an ongoing basis during any given calendar year depending upon the needs of each participating department. A department may choose to divide the academic year into a fall, spring or summer term and utilize three (3) different Interns during the calendar year or utilize one Intern for the entire calendar year or any variation thereof.
- C. Compensation:** All Interns will receive compensation for hours worked. Compensation is in the form of an hourly wage. All Interns are designated as temporary workers that are unclassified and ineligible for benefits accorded to full time classified employees or part-time employees.²
- D. College Credit:** In addition to the compensation paid by the City, an Intern may participate in the Program in conjunction with an academic course for which the Intern earns academic credit. The Intern may also use the Internship as a pre-requisite to take an academic course or as part of academic course requirements.
- E. Department Curriculum:** Each participating department has established a curriculum and a work plan (hereinafter referred to as “the Plan”) based upon available resources and the needs of the department. Each Intern has the benefit of an individualized Plan that is jointly developed between the Intern and the Coordinator.

Requirements/Responsibilities of the Intern

Interns are chosen through a competitive selection process. In order to be considered for participation and retention in the Program the Intern shall adhere to the following requirements and responsibilities:

² The Program does not provide any additional compensation above or beyond the hourly wage for items such as, but not limited to, a bonus, a lump sum advance payment, a base wage increase, housing allowance, transportation allowance or meal allowance.

Acceptance:

- ❑ **Be enrolled in an accredited college/university or be a graduating high school senior enrolled in an accredited college/university.**
- ❑ **Is legally able to work in the United States.**
- ❑ **Has submitted a completed on-line application form and provided all required documents including an unofficial school transcript and a written essay.³**
- ❑ **Has submitted a 500-word written essay on, “Why I want to Intern at the City of Boca Raton.”⁴**
- ❑ **Has completed all required testing, if applicable, for the department to which application is being made.**
- ❑ **Is available for an in-person panel interview. For those applicants who are unable to participate in an in-person panel interview, an over-the-phone or “Skype” interview may be arranged and substituted for the in-person interview.**

Participation:

- ❑ **Prohibited from working in excess of 25 hours per week unless specifically required by the participating department.**
- ❑ **Mandatory attendance at all orientation sessions provided by the City which may include such sessions as, but not be limited to, organizational structure, work expectations, personnel policy review, work procedures review and safety instructions.**
- ❑ **Strict adherence to all City and department policies such as, but not limited to, attendance and work hours, conduct, work rules and all procedures governing professional work-place behavior.**
- ❑ **Must participate in a *Goal Setting* session with the designated Coordinator. (See *Goal Setting*, below).**
- ❑ **Shall follow the department curriculum and complete all assignments in a timely and satisfactory manner.**

³ The link to the on-line application can be found through the City website and is explained more fully in Appendix A to this Program Guide.

⁴ Some participating departments may substitute this requirement with another task.

- ❑ Shall participate in all *Evaluation* sessions including an end of Program *Evaluation* with the designated Coordinator (See Evaluation, below).
- ❑ Shall attend an *Exit Interview* with a Human Resources representative (See Exit Interview, below).

Responsibilities of the Participating Departments

Each participating department has developed a well-defined curriculum which contains job tasks and special projects so that the Program is meaningful and challenging to the Intern. The structure of the curriculum is based on the length of the Program Term, i.e. one semester, two semesters, summer or the entire year. The curriculum generally includes a broad spectrum of responsibilities so that the Intern gains a better understanding of the department's functions, its relationship to the overall organization in a municipality, and the organizational structure of a City government as it relates to services provided to residents, citizens and visitors. The curriculum is structured so that the Intern not only gains knowledge and experience, but also contributes to the City. A certain level of responsibility is associated with the position. A department's curriculum also includes the following:

- ❑ Meaningful and challenging entry-level duties and responsibilities to provide an authentic, well-organized and structured learning experience.
- ❑ A designated Coordinator who structures the curriculum to further the Intern's academic goals and exposes the Intern to all facets of working in a municipality. The Coordinator is the Intern's point of contact during the Internship relationship.
- ❑ If the Intern is participating in the Program as part of a class or as a pre-requisite to the class, the department ensures that the Coordinator familiarizes him/herself with the elements needed to fulfill those requirements and incorporates them into the Plan.

Responsibilities of the Department Coordinator

Below is a list of specific responsibilities that is fulfilled by the Coordinator:

- ❑ **Initially meets and collaborates with the Intern to develop an individualized Plan that delineates the specific duties to be performed and responsibilities to be fulfilled by the Intern during the Internship.**
- ❑ **Structures the curriculum so that the Intern is able to perform the duties delineated in the Plan.**
- ❑ **Closely monitors the Intern's performance of assigned duties and responsibilities and provides feedback on performance through frequent personal contact with the Intern.**
- ❑ **Provides the Intern adequate workspace and makes tools, equipment and supplies available that are necessary for the Intern to perform his/her assigned duties.**
- ❑ **Makes a commitment to invest the necessary time and effort to teach the Intern as much as possible about the City's mission, objectives, structure, operating procedures and history.**
- ❑ **When appropriate, permits the Intern to participate in meetings and workshops in order to expose him/her to problem solving and decision making processes utilized in a work environment and to provide access to networking and other professional development activities.**
- ❑ **Schedules periodic reviews with the Intern to provide comments as appropriate.**
- ❑ **Provides an evaluation of the Intern's performance upon completion of the Internship to include such items as, but not limited to: (1) did the Intern perform his/her assigned duties in a satisfactory and timely manner; (2) did the Intern maintain appropriate and professional standards of conduct; (3) did the Intern respect the policies and work rules of the City.**
- ❑ **Completes any forms necessary for the Intern's college/university to document completion of the Program.**
- ❑ **Schedules an Exit Interview for the Intern with a Human Resources representative.**

Goal Setting

**Working within the framework of the department's curriculum,
the Coordinator collaborates with the Intern and**

develops an individualized work Plan which includes goals. The Intern is still a student learning his/her way in the working world and needs the guidance of the Coordinator in this process. By working together both parties to the Internship relationship are equally aware of the expectations. We want to inspire the Intern to set standards and to realize the self-satisfaction that comes along with setting a goal and achieving that goal. Goals can be the catalyst to self-motivation so long as they are realistic. Some elements used in establishing goals are listed below:

- ❑ An opportunity for the Intern to create a vision for his/her career.
- ❑ Developing goals that are specific and ambitious. The more challenging and specific the goal, the higher level of achievement the Intern will attain.
- ❑ Goals should be realistic. The Intern is provided with necessary resources including sufficient time to complete the goals and the support and encouragement from the Coordinator and other City employee's to achieve the goals. The Intern is then responsible for following the Plan.
- ❑ Inability to meet a goal is not fatal. The Coordinator makes this a teachable moment. The exercise of persistence is encouraged and the methods to overcome obstacles are provided. These are important tools to gain when working in a real-life work environment.

Evaluation

Department: Each participating department formally evaluates the Intern at the end of the Program Term. However, a participating department may also evaluate the Intern weekly or bi-weekly as well. In either case, the Coordinator always provides effective and constructive

feedback to the Intern during the Program. The *Department Coordinator Evaluation Form* given at the end of a Program Term is attached as Appendix B to this Program Guide.

Intern: As a corollary to the Coordinator's evaluation, the Intern shall conduct a self-evaluation. This is completed either prior to or in conjunction with the Coordinator's evaluation. The *College Student Intern Self-Evaluation Form* is attached as Appendix C to this Program Guide.

Exit Interview

At the end of the Program the Intern meets with a representative from Human Resources to gather information from the Intern as to his/her impressions of the Program. The City uses this information to assess what should be improved, changed, or remain intact. This information is also used as a tool for future Intern recruitment and retention and viability for future employment by Interns in general. It is a time to close the existing relationship, collect any City materials or equipment and make sure that any college/university paperwork that needs to be completed has been completed. We wish all those who participate in this Program great success.

APPENDIX A

Follow the steps below to apply for a College Student Internship with the City of Boca Raton:

- 1) Carefully read this *College Student Internship Program Guide*.
- 2) Access the City's Employment Opportunity Webpage. Click on the link of a College Student Internship for which you would like to apply under the heading *Department Internship Description*.
- 3) Carefully read the *Department's Internship Description*.
- 4) If a position is available, click on "Apply" next to the Department's Internship Description for which you would like to apply and click on the "Apply" link at the top right-hand corner of that page.
- 5) The following documents are required and must be uploaded to the *City of Boca Raton On-line Employment Application* to be considered for an Internship.
 - 500-Word Written Essay – **"Why I want to Intern at the City of Boca Raton."**
 - Unofficial transcript from school currently attending.
 - Departments may have separate requirements in lieu of or in addition to the requirements listed above. Carefully read all requirements necessary for application under the individual *Department Internship Description* for which application is being made.

APPENDIX B

Department Coordinator Evaluation Form

City of Boca Raton – College Student Internship Program

(Coordinator’s Name-Please Print)

(Department)

(COLLEGE STUDENT INTERN)

Provide an evaluation of the student’s overall performance of assigned duties in the areas indicated. Please circle the number which best describes his/her performance; circle n/a in those areas that do not apply.

1 – unsatisfactory 2 – poor 3 – average 4 – good 5 – excellent n/a – not applicable

- | | | | | | | |
|---|---|---|---|---|---|-----|
| 1. Ability to grasp concepts and tasks associated with his/her position | 1 | 2 | 3 | 4 | 5 | n/a |
| 2. Comprehension of business and management terminology. | 1 | 2 | 3 | 4 | 5 | n/a |
| 3. Ability to work well with others. | 1 | 2 | 3 | 4 | 5 | n/a |
| 4. Understanding of human relations. | 1 | 2 | 3 | 4 | 5 | n/a |
| 5. Adequacy of computer skills. | 1 | 2 | 3 | 4 | 5 | n/a |
| 6. Ability to communicate in writing. | 1 | 2 | 3 | 4 | 5 | n/a |
| 7. Ability to communicate orally. | 1 | 2 | 3 | 4 | 5 | n/a |
| 8. Success in working through technical problems. | 1 | 2 | 3 | 4 | 5 | n/a |
| 9. Success in working through personnel problems. | 1 | 2 | 3 | 4 | 5 | n/a |
| 10. Adequacy of quantitative skills. | 1 | 2 | 3 | 4 | 5 | n/a |
| 11. Adequacy of analytical skills. | 1 | 2 | 3 | 4 | 5 | n/a |
| 12. Adequacy of research skills. | 1 | 2 | 3 | 4 | 5 | n/a |
| 13. Adequacy of time management skills. | 1 | 2 | 3 | 4 | 5 | n/a |
| 14. Grasp of the ethical aspects of business issues. | 1 | 2 | 3 | 4 | 5 | n/a |
| 15. Grasp of the legal aspects of business issues. | 1 | 2 | 3 | 4 | 5 | n/a |
| 16. Understanding of diversity issues in the workplace. | 1 | 2 | 3 | 4 | 5 | n/a |
| 17. Willingness to cooperate. | 1 | 2 | 3 | 4 | 5 | n/a |
| 18. Eagerness to learn. | 1 | 2 | 3 | 4 | 5 | n/a |
| 19. Dependability and conscientiousness. | 1 | 2 | 3 | 4 | 5 | n/a |
| 20. Professional in demeanor and appearance. | 1 | 2 | 3 | 4 | 5 | n/a |

If you had a position vacancy, would you employ this student? Yes _____ No _____

If your response to the previous question is no, please provide specific reasons.

Please comment on any particular strengths or weaknesses (challenges) exhibited by the intern, e.g. attitude, critical thinking, problem solving, academic strengths, etc. We also welcome your comments on the Internship Program in general.

Coordinator’s/Supervisor’s Signature

Date

APPENDIX C

College Student Intern Self-Evaluation Form

City of Boca Raton – College Student Internship Program

(Coordinator’s Name-Please Print)

(Department)

(COLLEGE STUDENT INTERN)

Provide an assessment of your manner of performance during your internship in the areas indicated. Circle the number which best describes your level of performance.

1- unsatisfactory 2 – poor 3 – average 4 – good 5 –excellent n/a –not applicable

Circle n/a if the question does not apply to your duty performance.

- | | | | | | | |
|---|---|---|---|---|---|-----|
| 1. Ability to grasp concepts and tasks associated with your position. | 1 | 2 | 3 | 4 | 5 | n/a |
| 2. Comprehension of business and management terminology. | 1 | 2 | 3 | 4 | 5 | n/a |
| 3. Ability to work well with others. | 1 | 2 | 3 | 4 | 5 | n/a |
| 4. Understanding of human relations. | 1 | 2 | 3 | 4 | 5 | n/a |
| 5. Adequacy of computer skills. | 1 | 2 | 3 | 4 | 5 | n/a |
| 6. Ability to communicate in writing. | 1 | 2 | 3 | 4 | 5 | n/a |
| 7. Ability to communicate verbally. | 1 | 2 | 3 | 4 | 5 | n/a |
| 8. Success in working through technical problems. | 1 | 2 | 3 | 4 | 5 | n/a |
| 9. Success in working through personnel problems. | 1 | 2 | 3 | 4 | 5 | n/a |
| 10. Adequacy of your quantitative skills. | 1 | 2 | 3 | 4 | 5 | n/a |
| 11. Adequacy of your analytical skills. | 1 | 2 | 3 | 4 | 5 | n/a |
| 12. Adequacy of your research skills. | 1 | 2 | 3 | 4 | 5 | n/a |
| 13. Adequacy of your time management skills. | 1 | 2 | 3 | 4 | 5 | n/a |
| 14. Your grasp of the ethical aspects of business issues. | 1 | 2 | 3 | 4 | 5 | n/a |
| 15. Your grasp of the legal aspects of business issues. | 1 | 2 | 3 | 4 | 5 | n/a |
| 16. Your understanding of diversity issues in the workplace. | 1 | 2 | 3 | 4 | 5 | n/a |

If the City had a vacant position would you apply? Yes _____ No _____

If your response to the previous question is no, please provide specific reasons.

Please comment on any particular strengths or weaknesses (challenges) that you have found in yourself, e.g. attitude, critical thinking, problem solving, academic strengths, etc. We also welcome your comments on the Internship Program in general.

Intern’s Signature

Date