

ITS INTERN SUPERVISOR HANDBOOK



WELCOME TO THE COHORT

Dear Supervisors,

Thank you for the incredible dedication, time, and heart you pour into our students each and every semester. This program simply wouldn't be possible without your commitment to mentoring, guiding, and supporting our students.

Your investment makes a lasting impact—not only on the students you work with, but on the strength and success of our entire program. In fact, as a department we have dedicated over 17,000+ hours into this program and its students. That's a testament to the difference you make!



We created this handbook to walk you through the semester with clarity and confidence. Inside, you'll find everything from an overview of the cohort to helpful do's and don'ts, as well as an onboarding checklist to guide you step by step.

We hope this is a helpful and supportive resource for you throughout the semester. I am deeply grateful for all that you do.

With appreciation,

Sara Mischler

ITS Intern Cohort Director

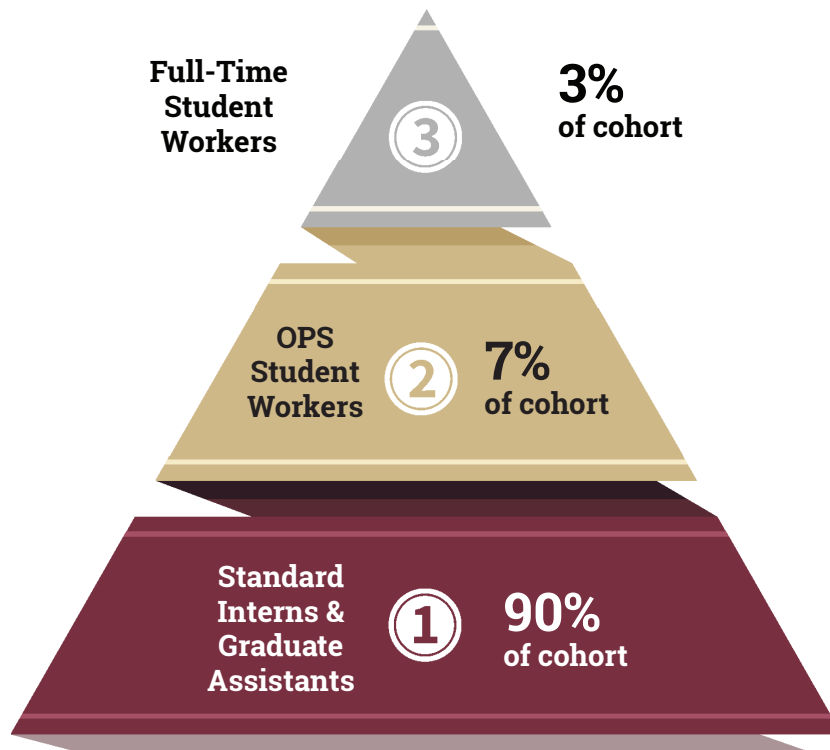
BENEFITS FOR STUDENTS

The ITS Intern Cohort offers a variety of benefits for students. Through invaluable hands-on experience in the technology field, participants gain practical skills on real-world projects, enhance technical proficiency, and develop problem-solving skills. The program fosters growth through networking, mentorship, and professional development support, monthly coffee hours and professional development events. The structured environment and clear guidelines ensure interns contribute in a meaningful way. Overall, the ITS intern program is designed to prepare students for future careers by equipping them with the knowledge, skills, and connections necessary to thrive as an emerging professional.



ELIGIBILITY FOR INTERN COHORT

Student Levels



- 1 Standard Interns & Graduate Assistants (GA): students working up to 20 hours per week.**
 - **Must** attend one in-person orientation.
 - **Must** participate in at least one intern event during the semester.
 - **Must** create an end-of-year poster for the ITS Townhall or Showcase.
- 2 OPS Student Workers: students working between 20-39 hours per week.**
 - **Must** attend one in-person orientation.
 - **Encouraged** to participate in at least one intern event during the semester.
 - **Encouraged** to create an end-of-year poster for the ITS Townhall or Showcase.
- 3 Full-time Student Workers: students working 40 hours per week.**
 - **Must** attend one in-person orientation.
 - **Encouraged** to participate in at least one intern event during the semester.
 - **Encouraged** to create an end-of-year poster for the ITS Townhall or Showcase.

IMPORTANT DATES

Fall Semester

- **Mid May** - Applications for interns open in the ITS InternConnect for a three-week period.
- **Second week of June** - Approval notifications for requested positions sent through the ITS InternConnect portal.
- **Mid-June** - Positions posted on Nole Network.
- **Month of July** - Interviews conducted and interns selected.
- **First week of August** - Intern selections submitted to HR.
- **Second week of classes** - Internship begins.
- **First week of internships** - The Intern Cohort team meets with all new OPS student workers/standard interns to discuss the program.
- **Six-week midpoint** - Supervisors and interns conduct midpoint check-in.
- **Final month of the semester** - HR sends paperwork to confirm if Fall intern will continue in Spring or depart.
- **Friday before finals** - Internship concludes.
- **Monday following intern's last day** - The Intern Cohort team sends satisfaction survey to interns and supervisors.

Spring Semester

- **Mid September** - Applications for interns open in the ITS InternConnect for a three-week period.
- **Second week of October** - Approval notifications for requested positions are sent through the ITS InternConnect portal.
- **Mid-October** - Positions posted on Nole Network.
- **Month of November** - Interviews conducted and interns selected.
- **First week of December** - Intern selections submitted to HR.
- **Second week of classes** - Internship begins.
- **First week of internships** - The Intern Cohort team meets with all new OPS student workers/standard interns to discuss the program.
- **Six-week midpoint** - Supervisors and interns conduct midpoint check-in.
- **Final month of the semester** - HR sends paperwork to confirm if Spring intern will continue in Fall or depart.
- **Friday before finals** - Internship concludes.
- **Monday following intern's last day** - The Intern Cohort team sends satisfaction survey to interns and supervisors.

Summer Semester

- Summer internships are available only via special request.
- The student must be a current intern; no new hires are permitted.
- The supervisor must justify the need for an intern during the summer, such as for a special project.

ONBOARDING CHEAT SHEET

UPLOAD REQUIRED DOCUMENTS

The following documents are needed:

- Driver's License
- Signed Social Security Card
- Optional: Notarized Loyalty Oath & Foreign Government Talent Recruitment Program Form

I-9 REQUIREMENTS

- Once the intern's onboarding is approved, HR schedules an I-9 appointment with student.
- Bring physical signed Social Security Card to the appointment.

* The required documents can be provided at this time.

WELCOME EMAIL REQUIREMENTS

Student reviews the welcome email and ensures all steps have been completed.

- Complete the OPS New Employee Orientation within 30 days.
- Review Timekeeping Resources.

YOUR ONBOARDING BEGINS

- Student intern receives a welcome email from FSU Onboarding directing intern to the FSU Onboarding Portal.
- If a background check is needed, supervisor gets an email from Accurate; otherwise, no action required.

SET UP PAYROLL & DIRECT DEPOSIT

- Student intern completes tax forms in the FSU Onboarding Portal.
- Sets up direct deposit to receive paychecks on time.

FINALIZE YOUR ONBOARDING

- Intern provides FSU Card ID to supervisor for building access.
- Complete the Demographics Survey.

ONBOARDING CHECKLIST

PRE-ARRIVAL

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| <input type="checkbox"/> Prepare Workspace | If your intern needs a dedicated space to work, contact ITS Admin Team to have a space assigned. Ensure it is clean and prepared. |
| <input type="checkbox"/> Prepare Technology | Ensure all necessary technology (ITS-issued laptop, software access) is available. |
| <input type="checkbox"/> Contact Intern | Determine work schedule, collect FSUCard # for swipe access, inform of dress code and office location. (Contact ITS admin team for swipe access) |

FIRST DAY

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| <input type="checkbox"/> Friendly Greeting | Welcome your intern and introduce them to the team! Introduce them to your ELT member. |
| <input type="checkbox"/> Tour Building | Show your intern around the building. Highlight bathrooms, meeting rooms, The Commons, and the supply closet. |
| <input type="checkbox"/> Provide Resources | Share the Hub link (fla.st/VX2LXANY) with your intern for onboarding support. |
| <input type="checkbox"/> Teams/Outlook | Add your intern into Teams chats, relevant Teams channels, relevant Outlook distribution lists, and important meetings. |

FIRST WEEK

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| <input type="checkbox"/> Demonstrate Duties | Set clear expectations. Encourage other members of your team to meet with your intern to show them what they do. |
| <input type="checkbox"/> Host Event | Host an event to welcome your intern in a relaxed, casual setting - maybe a team breakfast or lunch. |

FIRST TWO WEEKS

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| <input type="checkbox"/> Create Goals | Sit down with your intern and outline goals. Provide clear expectations for the duration of the internship. |
| <input type="checkbox"/> Gather Feedback | Hold regular feedback sessions to discuss progress and challenges and provide constructive feedback. |
| <input type="checkbox"/> Complete Training | Ensure your intern completes required cybersecurity training. |

FIRST MONTH

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| <input type="checkbox"/> Review Internship | Discuss with your intern the progress throughout the first month. Ask what changes they want or need throughout the remaining internship. |
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COHORT OVERVIEW

Our Intern Cohort program is designed to provide a complimentary development program to support the work they do in the internship. Below are the key activities of the program:



In-Person Orientation

Two in-person orientation sessions are offered during the first week of classes, which is the week before interns begin their assignments. One session is held during the day, and the other is held at night to accommodate different schedules.



Monthly Coffee Hours

Each month, coffee hours are hosted and focused on professional development. These sessions provide an opportunity for interns to learn new skills, gain insights from guest speakers, and network with their peers.



Networking Events

Participants are invited to various networking events throughout the year, including a speed networking event every Fall semester. These events are designed to help interns build valuable connections with professionals within the industry.



Showcase & Conferences

In the Fall, we present our interns' work at our open house event. In the Spring, we host a half-day conference where interns can showcase their projects and achievements.



Intern Banquet

Each Spring semester, we host an intern banquet featuring an industry leader as our guest speaker. This event celebrates the accomplishments of our interns and provides an opportunity for them to reflect on what they learned through their experiences.



Social Gatherings

Formal and informal social gatherings outside of work, such as bowling nights or dinners at local restaurants offer a relaxed environment for interns to bond and enjoy each other's company.

PEOPLE YOU SHOULD KNOW

Intern Cohort Team

Contact: ITS-Internships@fsu.edu

Role: The Intern Director and the Intern Cohort Team coordinate and manage the overall intern program.

Responsibilities:

- Organize orientation sessions, monthly coffee hours, networking events, and other program activities.
- Serve as the primary point of contact for interns and supervisors.
- Monitor intern progress and address any issues or concerns.
- Foster a supportive and inclusive environment for all interns.

Personnel Team

Contact: ITS-Personnel@fsu.edu

Role: The Personnel Team is responsible for managing the administrative aspects of the intern program.

Responsibilities:

- Process intern applications and approvals.
- Ensure compliance with HR policies and procedures.
- Distribute “retention/termination” paperwork and manage intern records.
- Conduct midpoint check-ins and satisfaction surveys.

Computing Technology Support Team

Contact: ITS-CTS-Teams@fsu.edu

Role: The CTS Team ensures interns have the necessary tools and resources to perform their duties effectively.

Responsibilities:

- Provide and maintain equipment and software required for intern tasks.
- Conduct equipment and software surveys to assess intern needs.
- Address any technical issues or equipment malfunctions promptly.

Administrative Team

Contact: dl-ITS-Admin@admin.fsu.edu

Role: The Admin Team provides essential support to interns by managing administrative tasks, coordinating communications, and ensuring smooth operations.

Responsibilities:

- Card access to building
- Physical space
- Event planning

DO'S & DON'TS



1. **Introduction to Team Members:**

Introduce your intern to other team members and help them establish connections within the department.

2. **Understanding the Intern's Schedule:**

Be aware of the intern's academic schedule and other commitments. Collaborate and establish a work schedule that aligns with academic responsibilities.

3. **Setting Expectations:** At the beginning of the internship, establish clear expectations with intern. Communicate roles, responsibilities, and project objectives.

4. **Providing a Supportive Learning Environment:**

Foster a supportive environment where the intern feels comfortable asking questions, seeking guidance, and sharing ideas.

5. **Ongoing Support and Mentorship:**

Share knowledge and experiences, guide the intern in their career development, and help navigate the workplace environment.

6. **Final Evaluation and Feedback:**

Towards the end of the internship, evaluate the intern's performance based on the established goals and objectives. Provide a comprehensive assessment.



1. **Overloading with Tasks:** Avoid giving interns more tasks than they can handle. Be mindful of workload and ensure it is manageable alongside their academic commitments.

2. **Neglecting Communication:** Ensure the intern has a clear understanding of the tasks and feel comfortable asking for help.

3. **Ignoring Feedback:** Do not ignore the intern's feedback or concerns. Address any issues they raise promptly and constructively.

4. **Failing to Provide Resources:** Ensure interns have access to the necessary resources and tools to complete their tasks effectively.

5. **Lack of Clear Goals:** Avoid setting vague or unrealistic goals. Ensure the intern's objectives are clear, achievable, and aligned with their role.

6. **Hands-Off:** Do not let anything be released without review. Make sure the appropriate system access is provided.

7. **Time Approval:** Ensure reported time is accurate; do not approve without review.

