

ITS INTERN COHORT HANDBOOK



WELCOME TO THE COHORT

Dear Interns,

We are thrilled to welcome you to the ITS team! You're joining a driven team that thrives on creativity, teamwork, and making a meaningful difference—and we couldn't be more excited to have you on board.

This handbook is your go-to guide for navigating your internship experience. Inside, you'll find everything from an overview of Information Technology Services (ITS) and helpful "Dos and Don'ts," to details about our cohort offerings, professional development opportunities, and much more designed to support your success.



At ITS, we are deeply committed to your growth. Whether you're exploring new skills, contributing to impactful projects, or building lasting connections, we're here to support you every step of the way. Your time with us is more than just an internship—it's a launchpad for your future.

We cannot wait to see what we will accomplish together.

Best,

Sara Mischler

ITS Intern Cohort Director

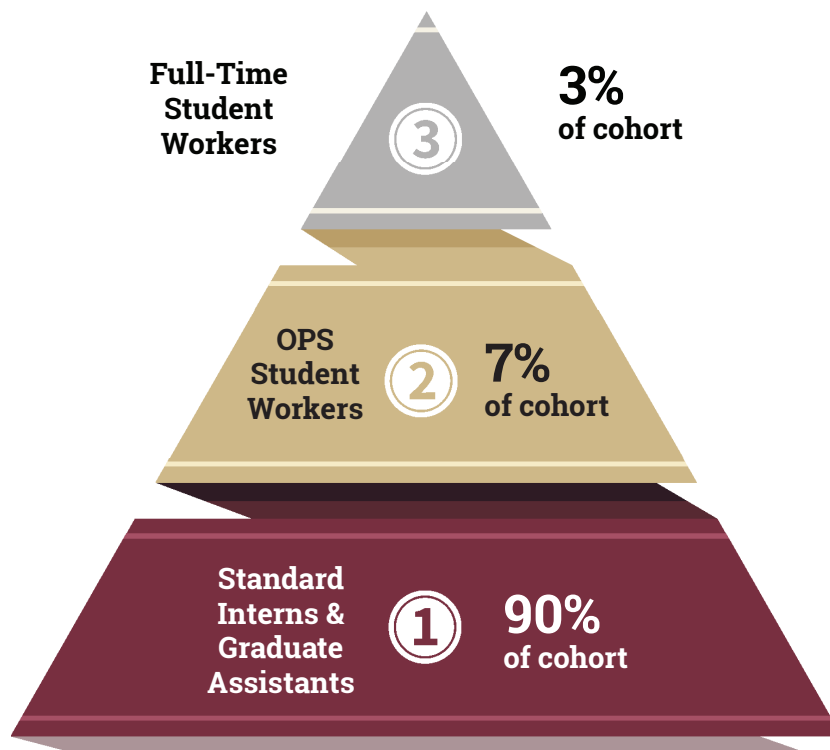
BENEFITS OF THE COHORT

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 COHORT

Student Levels



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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 number to supervisor for building access.
- Complete the Demographics Survey.

ONBOARDING CHECKLIST

PRE-ARRIVAL

<input type="checkbox"/> Your Workspace	A dedicated space will be prepared for you if needed—clean, organized, and ready for you to get started.
<input type="checkbox"/> Technology Setup	You'll receive the necessary technology (like a laptop and software access) to support your work.
<input type="checkbox"/> Getting in Touch	Your supervisor will reach out to confirm your work schedule, collect your FSUCard number for building access, and share details like dress code and office location.

FIRST DAY

<input type="checkbox"/> Warm Welcome	You'll be greeted by your team and, if possible, introduced to leadership like the ELT member and CIO.
<input type="checkbox"/> Office Tour	You'll get a tour of the building, including key spots like bathrooms, meeting rooms, The Commons, and the supply closet.
<input type="checkbox"/> Helpful Resources	You'll receive a link to the ITS Hub (fla.st/VX2LXANY), which has everything you need to get started.
<input type="checkbox"/> Communication Tools	You'll be added to relevant Teams chats, channels, Outlook groups, and meetings so you're always in the loop.

FIRST WEEK

<input type="checkbox"/> Learning the Ropes	Team members will walk you through their roles and show you how things work.
<input type="checkbox"/> Welcome Event	Expect a casual welcome event—like a team breakfast or lunch—to help you settle in and meet everyone.

FIRST TWO WEEKS

<input type="checkbox"/> Setting Goals	You'll sit down with your supervisor to set clear goals and expectations for your internship.
<input type="checkbox"/> Ongoing Feedback	Regular check-ins will help you track your progress, discuss challenges, and receive feedback.
<input type="checkbox"/> Training	You'll complete required training, including cybersecurity awareness.

FIRST MONTH

<input type="checkbox"/> Review Internship	After your first month, you'll meet with your supervisor to reflect on your experience and suggest any changes to improve your 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

ITS ACRONYMS

ITS Units

- D&A | Data & Analytics
- DTSS | Digital Transformation & Support Services
- ESS | Enterprise Systems & Services
- ELT | Executive Leadership Team
- FisOps | Fiscal Operations
- ISPO | Information Security & Privacy Office
- NWRDC | Northwest Regional Data Center
- ODL | Office of Digital Learning
- RCC | Research Computing Center
- S&O | Strategy & Outreach
- SIO | Shared Infrastructure Organization

Terms

- CAB | Change Advisory Board
- CAS | Central Authentication System
- CRM | Customer Relationship Management
- CTD | Category, Type, Detail
- DC | DataCache
- DR | Disaster Recovery
- DW | Data Warehouse
- ETL | Extract Transform Load
- SC | Student Central
- STF | Student Technology Fee
- TAC | Technology Architecture Committee
- TSR | Technology Service Request
- UITM | University Information Technology Managers
- UITP | University Information Technology Partners

ITS Teams & Functions

- ATS | Advanced Technical Support
- BAS | Business Application Services
- C&E | Culture & Engagement
- CET | Community Engagement Technologies
- CSIM | Collaboration Services and Identity Management
- CTS | Computing Technology Support
- DLSS | Distance Learning & Student Services
- DXT | Digital Experience & Transformation
- ESVS | Enterprise Storage and Virtualization Services
- FLVC | Florida Virtual Campus
- HPC | High Performance Computing
- IAM | Identity and Access Management
- IC | Integrated Communications
- ITAPP | Information Technology Administration Partnership Program
- ITSM | Information Technology Service Management
- NC | Network & Communications
- OCM | Organizational Change Management
- PM | Project Management
- SAS | Student Applications Services
- SCS | Student Computing Support
- SD | Service Desk
- SI | Shared Infrastructure
- SIS | System Infrastructure Support
- TEC | Technology Enhanced Classrooms
- UX | User Experience

DO'S & DON'TS



1. **Be Proactive:** Take initiative to ask questions, offer help, and seek out learning opportunities.
2. **Communicate Clearly:** Keep your manager and team updated on your progress and ask for feedback regularly.
3. **Take Notes:** Document what you learn—tools, processes, contacts—so you can refer back and build independence.
4. **Be Punctual & Reliable:** Show up on time, meet deadlines, and follow through on commitments.
5. **Respect Confidentiality:** Treat sensitive information with care and follow university policies.
6. **Network Thoughtfully:** Introduce yourself, attend team events, and connect with colleagues across departments.
7. **Stay Curious:** Ask thoughtful questions and show interest in the broader goals of the team.
8. **Reflect & Adapt:** Be open to feedback and willing to adjust your approach as you learn.



1. **Don't Assume - Ask:** If you're unsure about something, it's better to clarify than to guess.
2. **Don't Overpromise:** Be honest about your capacity and timelines—quality matters more than speed.
3. **Don't Isolate Yourself:** Even if you're remote, stay engaged with your team through regular check-ins.
4. **Don't Ignore Feedback:** Constructive criticism is part of growth—embrace it.
5. **Don't treat it like "just an internship":** Your contributions matter and can leave a lasting impression.
6. **Don't Be Afraid To Fail:** Mistakes are part of learning—own them and move forward.
7. **Don't Be Passive In Meetings:** Even if you're just observing, stay engaged—take notes, ask clarifying questions when appropriate, and follow up on anything you didn't understand.

