



A Guide to Planning for Your Intern

Right Track is committed to upholding our mission of building Saint Paul's workforce by providing career-readiness opportunities and work experience for under-resourced Saint Paul youth. We want our young people to learn as much as they possibly can while working for you. This guide will help you create a welcoming environment for a young person while incorporating project-based learning in your workplace. With these tools both you and your intern will have a successful and meaningful summer.



**RIGHT
TRACK**

YOUTH JOBS


02

Getting Started


- ❖ It is important to plan ahead. Before you are even matched with your Right Track intern, begin looking at your summer calendar. Think about when you would be able to onboard an intern and what trainings/events/meetings you will attend where your intern could accompany you. Here is a sample calendar that a Right Track employer created for their intern's summer schedule.

When you meet your intern, give them a copy of this schedule and let them know of the important dates.

It is essential to have a person that the intern can contact if they have any questions or concerns



DATE:	EVENT	TIME	LOCATION	CONTACT
**Monday June 18	Meet with HR, Badges, I-9 form, Employee Self Service	10-11	1 st Floor conference room	Abdi 612-345-6789
**Thursday June 22	New Employee Orientation (see below)	10-11:30	Lobby	Jenna ext. 123
Tuesday June 27	Lunch with Office of Inclusion	12-1	Cafeteria	Anna 763-111-2222
Wednesday June 28	Capitol Grounds walking tour	10-11	Room 10	Binta ext. 345
**Thursday July 6	Lunch with CEO	12-1	Cafeteria	Rawnsen 651-777-7777
Wednesday July 12	Accessible Document Training	10:30-12	Room 5	Abdi 612-345-6789
Tuesday July 18	TED Talk-Equity	10-11	2 nd Floor Conference room	Jenna ext. 123
Tuesday August 1 st	Lab tour	10:30-12	Site #3	Binta ext. 345
**Thursday August 10	Intern Presentations	10:30-12	Room 10	Anna 763-111-2222



**Please make every effort to attend these events. If you are not able to attend due to scheduling conflicts, please contact Rawnsen at 651-777-7777.

Brainstorm Project-Based Work

- ❖ Choose one or two specific projects. Interns are great for project-based work. Anything with a clear beginning, middle, and end is a good place to start – and if that project lasts between six and nine weeks, even better. Bringing a marketing intern on board to overhaul marketing or a sales intern to increase leads is vague and intimidating. Instead, hire a marketing intern to launch a digital marketing campaign for college students or an HR intern to update the employee handbook.
- ❖ The more distinct and concrete the projects, the easier it is to identify objectives, give guidance, and measure results. The better aligned the project is with the overall mission of your organization, the happier your intern will be. Interns want to know that their work is needed and mission is critical, so don't come up with a project just for the sake of keeping someone busy.
- ❖ Once you know what your intern will actually be doing, craft a job description and submit it online to Right Track! (Job descriptions are due by February 28th)
- ❖ We all know that everyday tasks and “busy work” is critical to any organization. It is still ok for an intern to complete jobs for you such as filing, alphabetizing, and scanning, but this kind of work should supplement project based tasks.



Sample Project Ideas

- ❖ Completing ADA Assessments
- ❖ Updating Marketing Materials
- ❖ Social Media Campaign Take-Overs
- ❖ Translating Communications
- ❖ Creating Informational Videos
- ❖ Updating Policy and Procedure Handbooks
- ❖ Event Planning
- ❖ Fundraising
- ❖ Community Outreach
- ❖ Website Review and Development
- ❖ Resolving Tech Issues/Repairs
- ❖ Plan and Implement a Community Project (National Night Out, Volunteer Trip for the Office, or a BBQ)
- ❖ Research History of Organization and Plan a Presentation to Company Employees
- ❖ Create Educational Materials
- ❖ Assist with Research Projects
- ❖ Provide Support for Trainings
- ❖ Format Correspondences
- ❖ Map Inventory or User Base
- ❖ Field Research
- ❖ Mural or Art Projects
- ❖ Plan and Run an Important Staff Meeting
- ❖ Photography Project Highlighting Company or Staff
- ❖ Compile a Data Report
- ❖ Creating a Survey or Interviewing Clients to Receive Customer Service Feedback
- ❖ Data Base Update
- ❖ Maintain a Company Calendar
- ❖ Specific Organizing or Archiving of Materials
- ❖ Laboratory Assistance
- ❖ Organizing a Team Building Activity
- ❖ Asset Tracking
- ❖ Develop Promotional Strategies
- ❖ Create a Public Service Announcement
- ❖ Digitize Historical Collections-Create an Online Library
- ❖ Assess Office Safety Hazards
- ❖ Shadow X number of employees and present learnings

What have Right Track Interns Worked on Before?

These interns worked for the University of Minnesota with the Institute on the Environment:

Mellisa, Tina, Mohamed, and Jaraide worked on a variety of projects ranging from compiling a literature review to creating an information dossier to be distributed to two dozen Brazilian scientists, policymakers, and agro-industry representatives.

Mellisa: “My primary project this summer with the Natural Capital Project was working on creating a fusion table, which takes data from spreadsheets and pinpoints them on a map.”

Tina: “My primary project this summer was to make sustainability education and the sustainability studies minor more accessible for high school students.”

Mohamed: “I have been working on a literature review and now I’m working on a big project where I’ll be writing a solution about how climate change affects livestock production and what strategies farmers can use in terms of climate change.”

Jaraide: “I helped support the Cochran Fellowship Program which involved creating a site-visit and information document for Brazilian fellows who will be touring the United States to learn about environmental issues.”



What have Right Track Interns Worked on Before? (Cont.)



Last summer, over 100 employers joined Right Track to provide paid summer internships for 220 low-income Saint Paul youth. Right Track interns worked in a variety of fields including business, finance, health care, marketing, government, education and more.

We have been overwhelmed by the number of businesses in our community who have supported the growth of Right Track. It is truly inspiring to see our community's motivation to address the growing shortage of skilled workers and prepare a more diverse generation of workers for future success.

Internships change lives. Research shows that summer work experiences are directly linked to positive short- and long-term outcomes for teens including higher graduation rates, better future employment prospects, and increased earnings later in life.

Our goal is to recruit even more businesses to hire Saint Paul youth for Right Track internships. We ask that you identify internship opportunities at your organization and pledge to hire Right Track interns for next summer by February 28th 2018.

"(Our Right Track intern) was a very smart, curious and engaging person. Her pleasing personality and high energy level is infectious. She inherently possesses many of the positive workplace traits that managers desire in their staff. She is genuine, diligent, respectful and intelligent."

For more information about how your business can get involved, visit <http://righttrack.stpaul.gov> or contact Right Track YJ02 Program Manager Laura Weller at 651-266-6362 or laura.weller@ci.stpaul.mn.us. Thank you for investing in Saint Paul's future workforce.

WHAT IS RIGHT TRACK?

Right Track provides low-income Saint Paul youth with summer internships and professional skills training. Right Track connected 220 youth with a summer internship in 2017. 94% of youth completed their internship and 87% of supervisors said they would recommend their intern for a similar position with confidence.

BENEFITS FOR EMPLOYERS

- >> Expose youth from diverse backgrounds to careers in your industry
- >> Provide extra help for your organization's projects
- >> Offer developmental opportunities for your staff to gain supervisory experience by overseeing an intern
- >> Recognition on Right Track marketing materials as a supporter of Saint Paul's future workforce
- >> An opportunity to build and diversify the workforce.

WHAT EMPLOYERS PROVIDE

- >> A 6 - 9 week paid internship between June 18th and August 17th, 2018
- >> 15 - 40 hours of work per week
- >> A minimum wage of at least \$9.65 per hour
- >> Human resources management (i.e. employment verification, time cards, payroll)
- >> A designated supervisor to oversee intern performance

WHAT RIGHT TRACK PROVIDES

- >> Youth intern recruitment, interviewing, screening, placement and support
- >> 2 days of skills training before the internship starts and ongoing training while employed. Training includes soft skills (professional dress, interpersonal communication) and entry-level administrative skills (Microsoft Office, data entry, filing)
- >> On-site job coaching and mentorship for interns as needed
- >> Supervisor Orientation and Training which includes suggestions for project based work, best practices for supervising a young person, and cultural awareness.

SCHEDULE OF EVENTS

LUNCH 11:30 AM
PROGRAM 12:00 PM

WELCOME

Emcees

OPENING REMARKS

Laura Weller
Right Track YJ02 Program Manager
& Kathy Korum
Right Track Program Director

REMARKS

Councilmember Chris Tolbert

VIDEO: "I AM FROM..."

Featuring YJ02 interns

REMARKS

Mayor Christopher Coleman

INTERN REMARKS

Mai Moua Lee
Right Track Intern with the
Department of Safety and Inspections

REMARKS

Dr. Joe Gothard

AWARD CEREMONY

CLOSING

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DEPARTURE 1:00 PM



"Right Track is a very important part of the work we're doing to close the achievement gap, to close the income gap, and to create pathways to success for every young adult in our community." -Mayor Christopher B. Coleman

Here at Right Track we had our intern Rawnson tackle all of our marketing materials. He created our Employer Handout, any Event Programs we needed, our 2017 Impact Report, and our Youth Handouts/Posters. Rawnson's work entailed: data compilation, graphic design program navigation, program research, photography, and creativity. Rawnson will now have these materials in his portfolio for wherever he goes in the future and Right Track has wonderful handouts to distribute in the community.

What have Right Track Interns Worked on Before? (Cont.)

Yeng, McGough's 2017 RT intern and Kavar, McGough's 2016 intern and current PT employee, were asked to put together a video that would introduce young students to the construction industry.



They were tasked with the following:

1. Develop a list of interview questions that would allow others outside the construction industry to learn a bit more about it.
2. Determine a representation of departments that encompass the entire construction process.
3. Determine a technology that would allow them to tape, record and edit a video.
4. Compile all video interviews into cohesive video.
5. Research and utilize the best way to make the video compelling to watch.
6. Keep their supervisors up-to-speed with progress and meet scheduled due dates.
7. Present video to supervisors, company executives, interviewees and discuss what they learned from process.

- ❖ They worked closely with a technical advisor that met with them once a week for six weeks, as well as maintained their other daily responsibilities. This effort allowed them to practice time management, critical thinking, collaboration, email communication, technical (A/V), and finally public speaking skills. This process allowed Yeng and Kavar's supervisors freedom to have regular work ebb and flow.





Onboarding

TIPS FOR SUCCESSFULLY ONBOARDING YOUR INTERN:

- ❖ **Develop a complete list of onboarding steps**
- ❖ **Consult with your HR department to ensure all paperwork is completed**
- ❖ **Try contacting your intern multiple times by phone and email to schedule a site visit. Remember that some interns may share a phone or have limited internet access which could delay their response**
- ❖ **Discuss your office setting with your intern. IE. Is there a fridge, microwave, or breakroom? If an intern drives where can they park? Are there emergency procedures? What is the appropriate dress code?**

INTERN ONBOARDING PROCESS

Include all key steps like online applications, drug tests, background checks, screenings, paperwork, and introductions.

1. Background Check 
2. Welcome 
3. Organizational Chart/HR Intro
4. Intranet Security and Confidential Information Policies
5. Group Photo
6. Schedule

****Note. Your intern will be given a Site Visit Checklist to bring with them on their site visit. A copy of this form can be found on the Right Track Website.**

****Right Track will work with your intern prior to being hired to ensure that they are prepared to show an employer their I-9 documents.**

Welcoming Your Intern

Meet Right Track Intern Patria

Welcome to our summer Right Track intern Patria Her! Patria is an upcoming junior at Harding Senior High School.

"I am excited to work with the Saint Paul Area Chamber of Commerce, as well as work alongside with Right Track and Goff Public Relations Firm. I hope to attend the University of Minnesota Twin Cities after high school."

Join us in welcoming Patria by following her on Twitter [@Patria SPACC!](#)



The Saint Paul Area Chamber of Commerce welcomed their intern by sending out this notice to the office employees. What a great way to be introduced to the team!



It can be intimidating for a youth to enter an office environment that they are unfamiliar with. An email introduction to the team not only helps a youth feel included, but it also gives other employees some conversation starters.

Check-Ins

❖ To ensure that your intern is having a successful summer, it is vital that you check-in with them. (Ideally on a weekly basis.) This is a time for you to provide quality feedback about your intern's performance and it gives your intern a chance to ask any questions they may have. Remember that an intern wants to feel like a valuable member of your company!

If you are unable to meet with your intern in-person, try sending a weekly check-in via email. Here is an example of a weekly email that one of our supervisors has used in the past to communicate with their intern.



What you worked on this week – if an assigned project, how much is left:

- Bullet Points
- Are Fine

What you will be working on next week:

- Again Bullet Points
- Are Fine

What events you will be going to with staff to learn about the organization:

- Again Bullet Points Are Fine
- There don't need to be events every week, but we've asked the staff to remember to invite you and bring you to events that showcase the organization, and this is a good way to make sure it is happening.

What you need help with the following next week?

- Example: How to use the printer?
- Example: I'm having a hard time getting a hold of Mary and I can't move the project along without talking to her.
- Example: Where to turn in my time sheet.

Any hours changes for next week?

- There doesn't need to be in any, but for instance, during the week of July 4th, if you will be missing a day due to the office being closed for the Holiday, you are welcome to make your hours longer on Wednesday, Thursday or come in Friday, and you could note it here.

Right Track Communications

REMEMBER TO CHECK YOUR EMAIL!



Right Track will be sending you weekly email communications that look like this.



These emails will tell you what trainings are being offered for the week including project ideas for your intern to utilize their new skill sets.



The End of Summer

What Do I Need to Do at the End of the Internship?

- ❖ Right Track will send you a final performance review. We ask that you complete the review and then have a discussion with your intern around the evaluation.
- ❖ Right Track will send you a survey about our Program. Let us know how we did!
- ❖ Attend our End of Summer Celebration with your intern and any other office-mates.

Some Companies even like to do a small celebration or luncheon internally to celebrate their intern's success. Anchor Paper Company had a cake and parting gift for their intern Gada!



Program Support

REMEMBER THAT WE ARE HERE
TO HELP!

If you are having any issues in regards to your intern or if you have any questions please contact us.

We also like to hear from you about your intern's successes and accomplishments!



Right Track will provide you with a Job Coach who can visit you at your work site and assist you with any needs you may have throughout the summer.



THANK YOU AND WE CANNOT WAIT TO WORK WITH YOU

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