

Student Intern Handbook

INTRO TO INTERNSHIPS

Understanding what an internship is and how you can be successful as an intern are important in leveraging your experience in the future. We encourage you to participate in experiences where you can apply your academic knowledge in real world work settings. Loyola University New Orleans adheres to the [National Association of Colleges and Employers](#) (NACE) definition of an internship which is described as: ***“A form of experiential learning that integrates knowledge and theory learned in the classroom with practical application and skills development in a professional setting. Internships give students the opportunity to gain valuable applied experience and make connections in professional fields they are considering for career paths; and give employers the opportunity to guide and evaluate talent.”***

The benefit and value of participating in an internship:

- Get career related and industry specific experience
- Gain practical knowledge from working professionals
- Expand your professional network of contacts, mentors and colleagues
- Explore career avenues and clarify career goals
- Add valuable work experience for resumes
- Potential to earn academic credit
- Increase self-confidence through developing and refining skills
- Enhance conventional classroom learning methods
- Develop relationships that could result in letters of recommendation for future employment
- Discover potential job leads

BENEFIT & VALUE

FIRST DAY SUCCESS

Before your first day as an intern, review the following checklist to ensure a successful first day.

- Research the organization and become familiar with company culture.
- Ask about appropriate attire for the office. Confirm who, when, and where you should meet on your first day.
- If you are receiving academic credit, be sure to establish clear and attainable learning goals for your internship experience. Internships are an academic-related experience and regular communication with your supervisor will help you fully benefit from this experiential learning opportunity.

- ❑ Be prepared with any pertinent documents, technology, questions, information asked of the supervisor and carefully read any and all information your internship supervisor sends you.
- ❑ Be proactive-start addressing needs from Day 1 and stay follow through with all assigned tasks
- ❑ Arrive early at your agreed upon scheduled intern days and avoid using your intern hours for personal texting, phone calls, and social media.

In order to have a successful internship experience, you'll want to maximize your time with the organization by taking advantage of networking opportunities such as company meetings, any trainings, or other workplace activities. Make sure you introduce yourself to others in the office and make an effort to get to know something about each of them. Be proactive. If you have some free time, ask for projects or tasks that you can do to make a difference.

BEST FOOT FORWARD

Additionally, make sure you exhibit business behavior and pay attention to detail. Ask questions to help understand the details of your tasks, assignments, and projects so that you save time and energy doing it right the first time. Take notes.

Be open and listen to constructive feedback. View constructive feedback as a unique opportunity to enhance your skills. Avoid making excuses and remain respectful at all times.

It is also very important that you practice professional business email etiquette. Make sure to use proper grammar, punctuation, spelling, and sentence structure when sending emails within the company. Be careful when using the "REPLY ALL" response. Make sure your subject line is succinct and accurate and use an appropriate salutation. Check your email frequently and be prompt with your reply.

Lastly, unless your job requires you to be on Facebook, Twitter, Instagram, or any other social media platform, you should avoid spending time on these while at your internship site. Be courteous and turn off your personal cell phone in meetings. Use the computer only for completing your internship projects.

TERMS & AGREEMENT

As a student intern, you are a representative of Loyola University New Orleans. You are expected to be punctual and prepared for your work days at the internship site. If you experience any problems at your internship site that you are not comfortable talking to your site supervisor about, please contact Jill Boatright (boatrigh@loyno.edu) immediately.

By reporting your internship on Handshake, you are agreeing to the terms below:

- Abide by the [Student Code of Conduct](#) when at my internship site and/or when completing tasks related to my internship.
- Complete the number of internship hours required by the course for which I am receiving academic credit and listed in my internship course syllabus.

- Track my internship hours with my site supervisor.
- Observe the rules and customs established by the internship site. This includes dress codes, cell phone usage, etc.
- Complete all additional assignments pertaining to the internship as indicated by your instructor and/or listed in your internship course syllabus.
- Contact my internship site supervisor as soon as possible if I need to be absent due to illness or unforeseen circumstances.
- Read the information below regarding rights as a student intern, discrimination and harassment, and how to report any incident of discrimination or harassment.
- Contact Jill Boatright, Director of Career Development, if I have any questions or concerns during my internship.

WORKPLACE HARASSMENT: We want you to be prepared to identify harassment and know what to do in the event you feel you are being harassed. According to the [Equal Employment Opportunity Commission](#), workplace harassment is unwelcome conduct from a boss, coworker, group of coworkers, vendor, or customer whose actions, communication, or behavior mocks, demeans, puts down, disparages, or ridicules an employee. Physical assaults, threats, and intimidation are severe forms of harassment and bullying.

DISCRIMINATION & HARASSMENT

Offensive conduct may include offensive jokes, slurs, intimidation, name-calling, offensive nicknames, pornographic images on a laptop, and offensive pictures or objects. Interfering with an employee's ability to do his or her work is also considered to be a form of harassment.

SEXUAL HARASSMENT: This is a form of workplace harassment and can resemble anything from being touched or propositioned to being addressed with inappropriate names in the workplace. The [EEOC](#) guidelines describes sexual harassment as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature.

Examples of sexual harassment may include the following:

- Unwanted physical contact, including touching, pinching, or brushing the body
- Verbal harassment, such as sexual innuendos, suggestive comments, jokes of a sexual nature, sexual propositions or threats, epithets, slurs, or negative stereotyping
- Non-verbal conduct, such as display of sexually suggestive objects or pictures, leering, whistling, obscene gestures, written or graphic material that defames or shows hostility or aversion toward an individual or group because of gender, sexual orientation, gender identity, or gender expression
- Repeated, unwelcome requests for social engagements. Questions about sexual behavior or preference
- Acts of physical aggression, intimidation, hostility, or threats
- Stalking
- Sexual assault
- Relationship/Dating Violence/Domestic Violence

Direct discrimination in the workplace is when a person treats, or proposes to treat, someone unfavourably because of a personal characteristic protected by law. Direct discrimination often happens because people make unfair assumptions about what people with certain personal characteristics can and cannot do.

Indirect discrimination occurs when an unreasonable condition is imposed that disadvantages a person with a personal characteristic protected by law. Indirect discrimination happens when a workplace policy, practice or behaviour seems to treat all workers the same way, but it actually unfairly disadvantages someone because of a personal characteristic protected by law.

Demeaning another individual regarding a protected classification is illegal and discriminatory. As a form of employment discrimination, harassment can violate Title VII of the Civil Rights Act of 1964, the Age Discrimination in Employment Act of 1967, (ADEA), and the Americans with Disabilities Act of 1990, (ADA).

Student Intern Rights:

All interns (paid and unpaid) have the same legal rights as State employees in regards to protection against discrimination and harassment.

SAFETY FIRST

Assaults usually occur between known parties and not by strangers. It is NEVER your fault that you experienced sexual misconduct.

The following list is meant as a guide to assist you in the prevention of harassment and misconduct.

- Make sure your cell phone is easily accessible and fully charged
- Travel along well-lit, major public paths. Avoid walking alone, especially after dark
- Avoid giving out your personal information. If someone wants your number, ask for theirs instead of giving yours
- Be careful of what personal information you share on the internet and social apps
- Trust your instincts. Believe your inner feelings when you get uncomfortable with a person or situation and try to safely remove yourself and/or others as soon as possible. You do not have to continue a situation that does not feel or look ok.

Questions? Concerns?

If you feel like you are a victim of workplace harassment or discrimination, please contact the one of the following Loyola University New Orleans Employees:

Jill Boatright, *Director, Career Development Center*

boatright@loyno.edu | 504-865-3864 | Monroe Library-Student Success Center, Room 229

Katie Bandy Krikorian, *Assistant Director of Internships, Career Development Center*

kbandy@loyno.edu | 504.865-3863 | Monroe Library-Student Success Center, Room 229

Rachel Dirmann, *Director, Human Resources*

rdirmann@loyno.edu | (504) 864-7768 | Mercy Hall, Room 102

Alicia Bourque, *Chief Officer of Student Affairs*

aabourqu@loyno.edu | 504-865-3428 | Danna Student Center

Loyola University New Orleans encourages anyone who has witnessed, experiences, or has information about possible sexual harassment and/or sexual misconduct to take reasonable actions to prevent or stop such actions, even if some or all information is unavailable or cannot be provided.

Additional Resources:

- Loyola Counseling Center | 504-856-3865
- Student Health Center | 504-865-3326
- University Ministry | 504-865-3226
- University Police Department | 504-865-3434
- Metropolitan Center for Women and Children | 504-873-5400

INSURANCE INFORMATION

If you are participating in a for-credit internship experience and concurrently enrolled in a class that relates to your internship, then you are covered under Loyola University New Orleans liability policy.

Should you be participating in a for-credit internship experience but NOT enrolled in a related class, then you will not be covered under Loyola's liability policy. If the employer hosting you as an intern requires someone to sign off that you will be covered under the university policy - these requests will have to be reviewed by a legal counsel team.

If the employer host has offered you monetary compensation, then you should be covered under the employer's liability policy. If you are not being paid and the employer requires insurance coverage and you are not enrolled in a related class, there are a number of options for you to purchase your own coverage.

Liability coverage is normally available for less than \$40/year. Additionally, you may have liability coverage under your parent's insurance. Please contact your parents insurance agent to inquire. If not, it may be possible to add it to the coverage for very little.

Additional Resources to purchase/review insurance options:

- [United Educators Broad Coverage Policy](#)
- [Gallagher Liability Coverage for Independent Students](#)