

SUPPORTING REMOTE INTERNS

During this time of change, we want to ensure that you have the support and resources needed in order to continue to successfully run your internship program. For many, this means that the internship will continue remotely. We offer the information below as a quick guide to getting started.

1) Establish Communication Requirements

- Establish a communication schedule as soon as possible to help give interns a sense of support and normalcy, communicating, ideally, each shift the student is interning
- Meet “face-to-face” with video conferencing software (See information below for potential video communication platforms)
- Set up the video communications at regularly scheduled times so that you can monitor progress, discuss on-going tasks, and keep each other up to date
- Ensure you and your intern have the proper tools for successful virtual communication

2) Be More Available Than Usual

- Set aside time to allow your intern to ask you additional questions outside of what may have been discussed during your video communications
- Being available during this time of working remotely will help ease the transition

3) Set Clear Expectations

- Communicate your expectations clearly to be sure your intern understands what is needed of them
- Show examples of what you expect to be done, calendar sharing, etc., will aid in growing student confidence

4) Stay Focused on Goals

- When transitioning to a remote internship, it is important to manage expectations and stay focused on the goals that were set in place at the beginning
- Concentrate on what is being carried out and the steps needed to get there
- Work together with your intern to ensure that goals are being met

5) Be Intentional

- Create an atmosphere of engagement and genuine connection
- Be intentional in preparing your intern for the work to come. Intentionality is an essential practice, especially when we cannot “see” the other person
- Make each team meeting count with intentional purpose and opportunities to engage and contribute in a variety of ways
- Ask your intern for feedback – how do they feel things are going? Do they have any suggestions for improvement? Engaging with your intern during this time will help them feel involved and empowered

6) Set Boundaries

- Name, discuss, and respect boundaries such as “office hours” and encourage them to work within that time frame
- If overtime is necessary, discuss what that process will look like and whether the intern will need to flex time later

If you have any questions, concerns, or if you have other insights to best practices for remote internships you would like to share please reach out us! We truly appreciate your continued commitment to the development and growth of our interns, and your willingness to be adaptable and supportive to them during these unprecedented times of change. We look forward to continuing to collaborate with you.

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Video Communication Platforms

- [WebEx](#) - provides users with audio, video, presentation and screen share capabilities. This service includes whiteboard and annotation tools as well as both audio and video recording. In addition, WebEx has downloadable apps for a variety of different mobile devices.
- [Skype](#) - a web-based phone service. Calls can be made between Skype accounts for free. When using the Skype-to-Skype feature, users can enable video and chat, share files or screen share. In addition, Skype provides a group video call service for when more than two people need to be involved in a conversation.
- [Google+ Hangouts](#) - allows you to video chat right from your Google+ account. Like Gmail Chat, users must have the correct [plug-ins](#) installed.
- [Zoom](#) - a communication tool with a variety of capabilities including web, video, audio, and chat conferencing.

Other File Sharing Tools

- [DropBox](#) – a free online storage space for documents, images, and videos. Multiple users can be invited to access information through the share feature or links to specific files can be sent to team members.
- [Google Drive](#) - a free file sharing service (up to 5 GB) that features an online productivity suite including Google Docs (Word), Google Sheets (Excel), and Google Slides (PowerPoint).