



INDIANA UNIVERSITY
SOUTHEAST

OFFICE OF CAREER SERVICES

INTERNSHIP GUIDE

Success...

INTERVIEWS	RESUMES & LETTERS
JOBS & INTERNSHIPS	MAJORS & CAREERS

PLAN FOR IT!



INTERNSHIP GUIDE

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Internships: An Introduction

Congratulations on your decision to consider an internship! An Indiana University Southeast internship is an educational experience related to your degree program and career plan which allows you to apply what you have learned in the classroom to real-world situations. An internship involves a student, an employer supervisor, and a sponsor from the university.

Learning objectives are established by the faculty member, student, and employer and are then recorded in an official Learning Agreement. (The program does not allow for the employer supervisor and the sponsor from the university to be the same individual.)

An internship may be a paid or unpaid experience, and a student may earn from zero to six academic credit hours, depending on the number of hours worked per week. It is necessary for the internship to be registered through Career Services for it to appear on the your transcript.

****A minimal internship program fee is due at the mock interview appointment****

Benefits

Gain career-related experience prior to graduation.

Explore your career options.

Develop your professional skills to enhance your résumé.

Network— make job contacts for future employment opportunities.

Earn income and/or academic credit.

Requirements

Currently enrolled IU Southeast student

2.5 minimum cumulative GPA

—2.7 Business majors

—2.8 Communication majors

Junior or senior pursuing a bachelor's degree

Minimum 14 weeks in length. (Dates do not have to coincide with the semester dates.)

Minimum of 8 work hours per week

Academic Credit Available	Hours Worked Per Week	Minimum Total Hours
1	8-10	112
2	11-15	154
3	16-22	224
4	23-30	322
5	31-35	434
6	36-40	504

Where Do I Begin?



Junior Year

Attend an information session.

Create a professional résumé.

Conduct a mock interview.

Review job postings.

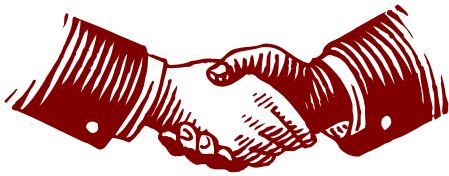
Check CareerLink daily.

Apply for positions.

Follow up with employers.

Interview and accept internship offer.

Contact Career Services for paperwork appointment.



Senior Year

Enroll in X410, Business Career Planning and Placement, to perfect your résumé and plan your job search campaign.

Attend job fairs and on-campus interviewing.

Attend Grad Finale events (Spring Etiquette Dinner and other networking events).

Find another internship.



Tools for the Search — Networking

The key to finding a position is through networking – gathering information through contacts. A variety of places exists to find contacts such as newspapers and the Internet, but they are not the only sources. Go beyond and consider all connections. Be sure to consider people in related fields, or people who may be in a different field but working in a company that is of interest to you.

Friends, Family, and Acquaintances

Everyone can be a potential networking contact, so keep this in mind and feel free to ask for leads. Make conversation about your interests and ask people for suggestions. Even search within your own family for potential connections. As you go about your daily life, you should be making contacts.

*It is beneficial and professional to create a business card. It can be simple and include your name, college, expected graduation date, and contact information. Some students may prefer to make double-sided cards that include their internship experience or skills and strengths so they serve as “mini résumés.” This allows you to give people something tangible to remind them of your skills and attributes.

Internship Fairs, Campus Events, and Career Fairs

Attend every internship and career fair available. These are opportunities to meet employers face-to-face and network. Meetings, seminars, workshops, and other events on campus also draw potential employers in your field. Stay updated on these events by frequently visiting the IU Southeast Career Services website at <http://www.ius.edu/CareerServices>.

Tools for the Search — Using CareerLink

CareerLink is your online guide for seeking internships and jobs.

The logo for CareerLink, featuring the word "CareerLink" in a red, cursive font.

Create a CareerLink Account —

On the right-hand side of the Career Services homepage, click on the blue burst, “**Create an Account.**” Complete the fields, noting that those preceded by an asterisk are required. Your 10-digit student ID number is required to register.

From your newly created account you can upload your résumé, view available job postings, and find career resource materials like the “Perfect Interview,” “the Vault,” and “Choices” under the **Additional Resources** tab.

To Search for Jobs and Internships

- 1) Login on the top right-hand side of the Career Services homepage.
- 2) Click on the **Jobs/Internship** tab.

Within the site, jobs are classified as:

Non-Degreed Positions (part- and full-time) Anyone may view these jobs

- Find work in your field of study
- Work while attending classes

Work Study Positions (see Financial Aid to qualify for these jobs) Most positions are on-campus

Internship Positions Must be Junior or Senior and qualify for these positions

- Obtain experience in your field
- Earn college credits and/or get paid

Degree-Required Positions - Must be within two semesters of graduation to view these jobs. Also available to all IU alumni

To Upload Your Résumé

- 1) Go to the **My Account** tab.
- 2) Scroll down to **My Résumé/Other Documents.**
- 3) Upload résumés, cover letters, and references.

Email Job Agent – CareerLink will e-mail you each time a position is posted in your selected job category. Contact us for details.

Need further assistance navigating CareerLink? Contact the Career Services Office at (812)941-2275 or email questions to webjob@ius.edu

Tools for the Search — Using Indiana INTERNnet

The Indiana INTERNnet is a web-based search program created to retain college graduates within the state of Indiana. It specializes in internship matching and links employers, students, high schools, colleges, and universities. The site is host to 2,100 employers with 9,800 registered students and 1,500 active internship postings. Visit the site at www.indianaintern.net.



Getting Started

- Create a Username.
- Complete a brief profile.
- Develop your Student Workspace and add an online résumé.
- Upload your résumé.

Searching for Posted Internships

- Search by field (industry, employer, location, job category).
- Create a search agent to e-mail you as new postings appear that meet your criteria.
- View positions and employer profiles.
- Apply online.

A bonus to Indiana INTERNnet is that it allows employers to seek students. This increases the exposure of your résumé and the likelihood of finding an internship.

For assistance using Indiana INTERNnet

Call (866) 646-3434 or email info@indianaintern.net

Tools for the Search — Creating Your Résumé

Your résumé is the key instrument in your job search and the way to secure an interview. The résumé markets your skills, abilities, accomplishments, and experience. Realize that your résumé will most likely be skimmed by the reader and must be easily read and understood. Therefore, highlight only the most important information.

Résumé Tips

- The most important information should be quickly recognized. Use **bold** type to identify key information.
- A résumé should contain **NO** errors. Submit your résumé on CareerLink and have it critiqued before you begin submitting it for positions.
- Keep your résumé to one page unless you have several years of relevant experience. The résumé is NEVER more than two pages.
- Use action verb phrases, *not* sentences, to make your résumé come alive. See the website for a list of action verbs to aid you.
- **DO NOT** use a résumé wizard. Instead, create your résumé as a Word document.
- Use numbers to tell employers how many people you supervised, by what percentage you increased sales, how many products you represented, etc.
- List jobs in reverse chronological order, showing your current job first.
- Customize your information to each job description.
- Do not state past salary or wages, reason for leaving past employment, or any personal information such as height, weight, marital status, etc.
- Two-letter abbreviations for states are correct: KY, IN.
- Do not use personal pronouns (I, me, my).
- Print your résumé on high quality off-white, ivory, or white paper. Keep it simple using black ink.

SAMPLE STUDENT
1234 Street Address
New Albany, IN 47150
Home: 111-222-3333
Cell: 111-222-4444
samplestudent@ius.edu

OBJECTIVE

To obtain a Resident Counselor Internship position for St. Anne's Regional Maternity Home

EDUCATION

Indiana University Southeast New Albany, IN
Bachelor of Arts degree
Major: Psychology; Minor: Spanish
Degree expected: May 20XX
GPA: 3.86 out of 4.0

Relevant Course Work:
Research and Quantitative Methods 1 & 2
Psychology of Learning
Spanish I & II

Honors: Dean's List (two semesters)

Campus Involvement: Member of the IU Southeast Psychology Club

SOCIAL SERVICES EXPERIENCE

Scott County Adult Probation Department Scottsburg, IN
Intern November 2008 - present

- Completed over 100 hours while working in the Child Protection Unit
- Observe caseload of approximately 25 probationers monthly
- Assist in conducting weekly home visits on high-risk probationers

ABC Home Senior Care New Albany, IN
Care Giver May 2006 - November 2008
-Assisted elderly with personal care, meal preparation, laundry, light housekeeping, and errands
-Provided encouragement, support, and assistance to clients and families
-Selected as Employee of the Month three times

WORK EXPERIENCE

XYZ Video Store New Albany, IN
Sales Associate January 2004 - May 2006
-Assisted over 200 customers daily with video rentals
-Documented returns accurately into computer database

TECHNICAL SKILLS

Windows 2000, Microsoft Word, Excel, Access, PowerPoint

COMMUNITY SERVICE

Volunteer at St. Anne's Regional Maternity Home

REFERENCES

Available upon request

NOTE: Additional sections which may be included are: Leadership, Volunteer Activities, Relevant Skills/Strengths

Tools for the Search — Professional Correspondence

Writing The Cover letter

Remember that professionals communicate very differently than you may communicate with your close friends or family. When seeking an internship or a job position, it is important that you communicate effectively and in a professional manner.

Never send a résumé without a cover letter, unless you were instructed to do so by the employer. The cover letter functions to introduce yourself in a way that will encourage the employer to look at your résumé.

While you may have a basic design or template for your cover letter, always make changes to the cover letter to adapt it to the specific internship position for which you are applying, just as you would with your résumé. Look at the job description and the listed qualifications and show evidence of how you meet the criteria within your cover letter.

The first paragraph should develop the point of your letter, revealing your purpose and interest. Identify the position and the source of the information. The second paragraph indicates why you are interested in the position, the company, or its products or services. Summarize your strongest qualifications (education, experience, interests, etc.) that match the requirements for the position. Provide evidence of your experience and accomplishments. The third paragraph should be an effort to sell yourself to the employer and convince him or her that you are well-qualified. Refer to the enclosed résumé but do not repeat information which is in it. The final paragraph should suggest an action plan and request an interview. State your appreciation for the person's time and consideration. Finally, let the employer know how to obtain additional information.

The next page shows a sample cover letter design.

Sample

1234 Street Name
New Albany, IN 47150
October 8, 20XX

Human Resource Manager
First Place Manufacturing, Inc.
1234 First Street
Louisville, KY 40202

Dear Ms. Smith:

I am applying for the staff accountant position that was advertised on the Indiana University Southeast Career Services Office website. This position fits very well with my education, experience, and career interests.

As an accounting intern, I handled monthly journal entries, analyzed expenses, reviewed and corrected accounting entries, and generated various reports. Accounting corrections I made as an intern revealed nearly \$50,000 in unpaid bills and mislaid funds. These first-hand experiences taught me the importance of accuracy, completeness, and timeliness in all accounting transactions. My enclosed résumé provides more details on my qualifications.

My background and career goals match your job requirements quite well. I am confident that I can perform the job effectively. Furthermore, I am genuinely interested in the position and in working for First Place Manufacturing, Inc.

I would like the opportunity for a personal interview to discuss my qualifications and to learn more about this opportunity. I can be reached at 812-999-9999 or email@email.com.

Thank you for your consideration. I look forward to talking with you soon.

Sincerely yours,

Sign your name here

Student name typed

Tools for the Search — Professional Correspondence

Writing a Thank You Letter

Sending thank you letters to employers with whom you interview, as well as those with whom you have networked, is vital. Like your cover letter, you can use a basic design or template, but each one must be customized. When you follow up after an interview, be sure to reiterate your interest in the position.

Thank you letters should be mailed or emailed to the employer within 24 hours of the meeting. Remind the employer who you are and note an area of connection that you established during your interview. Express your appreciation for his or her time, and reemphasize your strongest qualifications. Make it professional, yet personal.

A sample thank you letter design is shown below:

Mr. Anthony B. Stratton
President
Commodity Transporters, Inc.
14 Hunter Lane
Louisville, KY 40201

1230 Black Oak Drive
New Albany, IN 47150
October 15, 20xx

Dear Mr. Stratton:

I appreciate meeting with you and David Jones, the regional manager, on Thursday, May 17, to discuss the transportation manager's position.

My success as a first-line supervisor reflects my ability to achieve management's objectives through effective supervision and follow-up. My background in management and traffic will enable me to be effective in this job and make a difference to your company.

I am very interested in joining Commodity Transporters and responding to the challenges within transportation management. Thanks again for your time and a very productive day. I look forward to hearing from you soon.

Sincerely,

Sign your name here

Typed Name

Tools for the Search — Professional Correspondence

Writing a Professional Email

In today's world, email is the most frequently used communication method. Because of this, it is appropriate to correspond via e-mail in many situations. If a person gives you an email address, it is proper to use it. When you compose an e-mail, follow the same guidelines that you use for other professional correspondence. Use proper grammar and complete sentences, keep a professional tone, avoid leaving out details, be concise, and proofread. Additional tips:

- Avoid using emoticons.
- Ask before sending attachments, because some people will only open attachments from people they know.
- Do not put the receiver's information in the "TO:" line until you have proof-read the email and are ready to send the message. This will ensure that you do not accidentally send the message before you are ready.
- If you are sending a cover letter and résumé via e-mail, paste your cover letter into the body of the email, and attach the résumé. Double check the document after you paste it to ensure that it is in the same format. Before you attach your résumé, save your résumé document and title it with your name. This will make it easier for the employer to refer back to it later.

DON'T FORGET TO PROOFREAD YOUR WORK!

Always proofread your correspondence. Poor grammar and misspelling can determine whether or not you receive an interview. Spell check is usually effective, but may not catch a number of errors. There is no substitute for reading and rereading your documents! If you want to ensure complete accuracy, drop off your letters or submit them on CareerLink to be reviewed and critiqued by IU Southeast Career Services.

Tools for the Search — Interview Skills

Once you are granted an interview, it's next time to sell yourself and evaluate the position in terms of your goals and objectives. Remember that you are also "interviewing" the potential employer to see if the position is the right fit for what you want to accomplish. Interview styles and techniques often differ with each employer. Below are some tips to help you.

First, be prepared. It is imperative that you spend time researching the organization so that you are knowledgeable about the business, its goals, and its culture. It is also important to have a clear understanding of the position for which you are applying.

Second, be prepared to talk about yourself. Sometimes we do not feel comfortable selling ourselves; however, interviews are the time to do so. Take inventory of your strengths, weaknesses, interests, personality types, skills, values, etc. Before applying for an internship position, you are required to do a "mock" interview in the Career Services Office, which will assist you with this.

Third, understand the interview process. Generate potential questions and be ready to respond to them. A list of sample questions can be found on our website. You can also write down your own questions. Know whether or not you need to prepare a portfolio or any other examples of your work.

15 Ways to Blow an Interview

1. Know little or nothing about the employer.
2. Have a negative attitude.
3. Have poor communication skills.
4. Use rambling answers that don't address the question.
5. Display inappropriate behavior (e.g., smoking, chewing gum, tapping your foot).
6. Fail to make eye contact.
7. Fail to ask questions.
8. Dress inappropriately.
9. Be passive; don't sell yourself.
10. Show up late to the interview.
11. Lack proper career planning; have ill-defined goals and purposes.
12. Appear bored with the organization or the industry.
13. Show no enthusiasm and be indifferent.
14. Be overbearing, overly aggressive, or conceited.
15. Be interested only in the best dollar offer.

Tools for the Search — Dress for Success

Dress for Success. Dress conservatively. Clothing should not reveal cleavage, stomach, back, and legs from the knee up. Clothing should always be neatly pressed and laundered and should fit well – not too tight or loose. Shoes must be shined. When you conduct your “mock” interview, dress as you would for a real interview so that the Career Services office can review and critique your attire. When in doubt, contact the Career Services office to help you. Follow these guidelines for appropriate attire.

Men and Women

- Conservative two-piece business suit (solid dark blue or grey is best)
- Conservative long-sleeved shirt/blouse (white is best; pastel is next best)
- Clean, polished conservative shoes
- Well-groomed hairstyle
- Clean, trimmed fingernails
- Minimal or no cologne or perfume
- Empty pockets—no bulges or jingling coins
- No gum, candy, or cigarettes
- Light briefcase or portfolio case
- No visible body piercing (nose rings, eyebrow rings, etc.) or tattoos

Men

- Silk tie with a conservative pattern
- Dark shoes (black lace-ups are best)
- Dark socks (black is best)
- Short hair
- Shave. Mustaches are a possible negative, but if you must, make sure it is neat and trimmed
- No beards (unless you are interviewing for a job as a lumberjack!)
- No rings other than wedding ring or college ring
- No earrings (if you normally wear one, take it out)

Women

- Suit with a jacket and skirt or slacks; no dresses
- Shoes with conservative heels
- Conservative hosiery at or near skin color (and no runs!)
- No purses, small or large; carry a briefcase instead
- Clear or a conservative color of nail polish, if you wear any
- Simple and natural makeup that is not too dramatic
- No more than one ring on each hand
- One set of earrings only

Tools for the Search — Other Useful Links

Internship Specific

E-Scholar	http://www.studentjobs.gov/e-scholar.asp
Greater Louisville Inc.	http://www.interntoearn.com/
InternJobs.com	http://www.internjobs.com/
Internship Programs.com	http://www.internshipprograms.com
Intern Web	http://www.internweb.com
InternAbroad.com	http://www.internabroad.com/search.cfm
INROADS	http://www.inroads.org/index.jsp
InternDigest	http://www.internships.com

Internship & Career Specific

College Recruiter	http://www.collegerecruiter.com/
IndianaJobs.com	http://www.indianajobs.com
CareerBuilder.com	http://CareerBuilder.com
Indiana Career Connect/Work One	http://www.indianacareerconnect.com/
Greater Louisville Works	http://www.greaterlouisvilleworks.com
Indeed.com	http://www.indeed.com
Job Web	http://www.jobweb.org
America's Job Bank	http://www.jobbankinfo.org/
Nation Job Network	http://www.nationjob.com/
Monster.com	http://www.monster.com/
USA Government Jobs	http://www.usajobs.gov/
.tech Centric	http://www.tech-centric.com
Sales Marketing Jobs	http://www.sales-marketing-jobs.com/
Monster College	http://college.monster.com/?wt.mc_n=monstertrak
Student Jobs	http://www.studentjobs.gov

For additional resources, contact the Career Services Office.

Internship Checklist

Following this simple check sheet will help ensure success in your search for an internship. If you have any questions along the way, feel free to contact the Career Services Office at (812) 941-2275.

_____ I have created and/or updated my CareerLink account with the IU Southeast Career Services Office:
www.ius.edu/CareerServices.

_____ I have attended an Information Session.

_____ I have created and uploaded my résumé to my CareerLink account.

_____ I have scheduled my mock interview.

_____ I have reviewed the Internship Positions in CareerLink and continue to check this daily.

_____ I have identified potential networking contacts including relatives, friends and their parents, and instructors, and have told them that I am seeking a job in my field.

_____ I am aware of LinkedIn as a professional social networking tool to aid in my job search:
<http://www.linkedin.com>.

_____ I have identified and asked at least three individuals to serve as my references and have given them a copy of my résumé.

_____ I have sent my résumé to the following:

Employer Name	Position Titles
_____	_____
_____	_____
_____	_____
_____	_____

_____ I have researched each company before each job interview. For assistance with this, click on the “Additional Resources” tab of your CareerLink Account. Then select “Vault Career Insider.”

_____ I have interviewed with the following:

Employer Name	Position Titles
_____	_____
_____	_____
_____	_____
_____	_____

_____ I have promptly sent thank you letters or emails to every person with whom I have spoken after the job interview.