If you think that your college diploma is all you need to find a job after graduation, you will have to think again. The degree by itself isn’t always enough. Employers are seeking candidates who have clearly defined objectives, strong academics, practical work experience, and the motivation to succeed. Having some hands-on, practical experience relevant to your career goals will be invaluable. The formula to remember for success is: Degree + Experience = Marketability

The famous “catch 22” situation faced by many people is: “How can I get a job if I don’t have experience? How can I get experience if I can’t get a job?” The answer is: an internship. An internship is an excellent way to test out and confirm your career goals and demonstrate those skills being sought by employers.
Now Hiring for Full Time, Part Time and Internships!

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Degree + Experience = Marketability”

PAID VS. NONPAID EXPERIENCE
The primary objective is to learn not to earn. As an intern, you should be prepared to seriously commit your time, energy, and skills to work which benefits the organization. However, when setting up the internship, you can sometimes try to negotiate compensation when appropriate. Various types of compensation which can sometimes be negotiated are:
- A stipend
- Reimbursement for transportation and other expenses (i.e., travel expenses)
- Wage/salary
- Free meals
- Discounts on products or services

ACADEMIC VS. NON-ACADEMIC
An academic internship is an arrangement between the university, the employer and you. The university approves the internship site and makes sure the work is associated with your major, minor, or area of concentration. In order to receive credit, you will have to work a specific number of hours and assignments that are required during the semesters as part of the internship. A non-academic internship is just that, no academic credit is earned and the arrangement is between you and the employer.

DEFINING WORK: Experience Opportunities
Cooperative Education (Co-op) is usually a paid work experience and academic credit can be earned. Credit for Co-op is limited to three hours per semester for a maximum of 6 hours over multiple semesters. For every semester in a co-op position, students must register for the co-op program in their major. Like other academic courses, the co-op course is recorded on the student’s academic transcript. Contact Career Services for information on getting academic credit through the Co-op Program.

Academic internships are offered through departments and are developed between you and a professor and provide learning situations through planned and supervised field experience in a work environment. Oftentimes, students can not complete their internships until they have completed prerequisite courses in their major and are in their senior year. Students should check policies and requirements related to academic internships with their academic internships faculty coordinator.

Service Learning includes programs that emphasize the contribution of useful services to an organization or community by students and the learning which occurs as a result of the experience. Students perform a valuable, significant, and necessary service which has real consequence to the community. Service learning projects are included in the course syllabus and credit is awarded for learning as part of a course.

Career internships are developed through Career Services or on your own and are not for academic credit. You gain practical work experience relevant to major field of study or career goals. The career internship timeline is determined by you and the employer.

Work study refers to the College Work-study Program. Under this federally-funded program, students with financial need arrange work assignments on or off campus.
Volunteer work is a way in which citizens can participate in the activities of their community. Through volunteer experiences students can address human, environmental and social needs in the community. Volunteer work is undertaken for no payment, usually outside of your coursework, in your spare time.

Part-Time Work: Employers often define individuals who work less than the standard 40 hours working week as part-time workers. Anyone who works as many as 30 hours a week could be classed as a part-timer but it will often depend on the custom and practice of each workplace. (Please visit Career Wings for current part-time opportunities).

Shadowing Work: By observing (“shadowing”) a professional staff member at their place of work you can gain an understanding of what a particular job involves. Such an opportunity will be unpaid.

WHAT ARE THE BENEFITS OF DOING AN INTERNSHIP?
Regardless of the nature of the internship you can:
• Learn new skills
• Gain exposure to new environments
• Test out theories learned in the classroom
• Expand your knowledge of a specific career field
• Explore career options
• Discover what education and experience are required for each position
• Learn what job opportunities are available in this field
• Experience personal growth

BEFORE YOU GET STARTED
Before you begin researching employers and trying to identify potential internships, you must first develop a true understanding of yourself; your skills, interests, values, and personality characteristics. Some questions you will need to answer during your self-assessment are:
• Why do you want an internship?
• What kinds of tasks do you want to be doing?
• What skills do you want to use/learn?
• What do you hope to accomplish by the end of the internship?
• What do you hope to gain from the experience?
• How do you expect the experience to enhance your career planning and development?
• What is your working style and attitude, including the seriousness and extent of your commitment?

OTHER CONSIDERATIONS:
Geographical Location: Some programs within national organizations can place interns in branch offices across the country. Can you relocate or do you need to stay in the local area? Where do you want to work?

Monetary Compensation: What are your estimated financial needs? Check out your eligibility for stipends from sponsoring organizations. You may be eligible for College Work Study funding.

Duration: Internships can last from a few weeks to a year or more. They can involve 15 hours a week or more. How much time will be involved in your internship?

Timing: When do you want to do your internship? Internship programs do not all run year-round. Some are offered only in the summer, some in the fall, etc. begin looking at organizations six to twelve months before you are ready to start and know when you want the internship. This will enable you to plan your academic schedule so as not to miss required courses. You will also not miss application deadlines.

Academic Credit: Interested in receiving credit? Check with the Co-op/Internship Coordinator in
Career Services to see if you can get co-op credit for the internship. You can also check with your department to see if they offer credit on an independent study basis or as an internship.

HOW TO IDENTIFY POTENTIAL INTERNSHIPS/WORK EXPERIENCE OPPORTUNITIES

Many times it is who you know that assists you in obtaining an interview for an internship. So, before you start, make a list of those individuals who are part of your network. Don’t just think of individuals who are in the career fields you are interested in, but also identify those who are not in a related field because chances are they know someone who is in the field. Ask members of your network to help identify potential internship sites.

PERSONAL CONTACTS

• Faculty Members
• Career Services Staff
• Administrators
• Former Work Supervisors
• Fellow Students
• Student Clubs/Organizations
• Family Members
• Professional Associations

DIRECT APPLICATION

Applying directly to organizations in which you are interested is another excellent way to obtain an internship. Using resources listed below, identify organizations that interest you, call and get the name of the person who does the hiring for the specific department in which you want to intern, send a cover letter and resume, and then follow-up with a phone call requesting an interview. Be persistent! Direct application involves the following steps:

1. Use employer directories, telephone yellow pages, or other resources to identify potential sites.
2. Call and identify the contact person by name and title.
3. Send letter of inquiry and resume to a contact person expressing your interest in internship.
4. Follow-up with phone call to contact person and try to set up an interview.

FINAL TIPS FOR MAKING THE MOST OF YOUR INTERNSHIP EXPERIENCE

1. Search out things to do that will be helpful. Learn what is going on in other departments/agencies in order to gain a more complete picture.
2. You should be supervised by a professional staff person who has some expertise in your area of work.
3. An intern is not a “go-fer.” An internship should be a meaningful learning experience. However, most positions and projects involve some routine work. We recommend you limit it to 20% of your time as an intern.
4. There is no guarantee the internship will result in a job offer even though many interns are offered part-time or full-time jobs as result of contacts made during an internship.
5. Build an information and referral network at your internship site. Get to know the people with whom you are working. Be proactive!
If you’re going to look for an internship it might as well be one that you enjoy! Creating a quality job search strategy will get you the results you want!

Some academic majors offer a clear employment path, such as Civil Engineering, Elementary Education, Financial Services, Nursing, and Graphic Design and Digital Media. These majors develop the specific “work place skills” that organizations need. Other majors, like Philosophy, English, and Psychology offer a less clear career path. These majors develop “transferable skills” that are useful for many organizations. So, how do you create a quality job search strategy that gets results?
“What image are you communicating with your FaceBook or LinkedIn Website?”

**Start With Career Focus.**
To design an internship search strategy that gets results, you must know what you want to do. What type of internship tasks or titles do you want to pursue? Which industries, organizations, and departments are you targeting? Focus on what makes you the “ideal candidate” for the internship. Your education, skills, experience, knowledge, interests, and enthusiasm are factors to consider. This information will assist you in designing internship search tools (resumes and cover letters) that speak to the needs of the employer. Your job is to make it easy for the recruiter to select you for an interview!

**Create A Targeted Action Plan**
Most job seekers implement a “passive” search strategy, with no specific internship in mind. They create one general chronological resume with a focus on their past work experience. They sign up with a couple of general internship search sites and wait for companies to call! The problem is, they never receive a call, or worse, they get calls for jobs in which they have absolutely no interest. A “Targeted Action Plan” means you set goals with a career in focus. Decide how many hours you will spend per week: exploring your options and conducting career research, developing a career network, sending resumes with cover letters, and doing follow-ups. A targeted action plan is easier than you may think. Career Services’ “STAR” Program will help you develop “Skills To Achieve Results”! Attend career skills workshops, have your resume critiqued by Career Services, and conduct a “practice” interview.

**Prepare For Competition**
The fact is there are more seekers than there are quality internships! It’s an “Employers’ Market”! Recruiters select applicants who have degrees AND related experience. The ideal internship applicant is one who is able to come on board, hit the ground running, and contribute quality work at the start. There are many applicants, but only one position to fill. The recruiter’s job is to hire the best candidate.

**Your Personal Image Matters.**
Organizations are reviewing social websites like Facebook, Twitter, and LinkedIn. They are seeking employees that will represent their organization’s image. Education and experience are important, but so too is your “personal image”. What image are you communicating with your Facebook or LinkedIn website? What you post on these sites may affect the outcome of your internship search. Make sure you display positive information! Organizations are watching you.
Research And Identify Job Titles That Interest You

If you’re not sure what you want to do as your first or next professional career, start by reviewing several job postings in the career field of your interest. Write down the tasks that excite you and the corresponding job title, note the company or industry, and any other details, such as preferences for an advanced degree, CPR certification, Spanish, Excel, or American Sign Language. Organize your notes and continue until you are clear on the internships you want to target. Understand that there are different internships within each career field and within the same industry. Review job search sites, attend company information sessions, and/or review the Occupational Outlook Handbook and other career publications available in the UNF Career Services Career Library located on-campus in Founders Hall, Building 2, Room 1100. Another great resource is the Career Services Website. The webpage has


Conduct Informational Interviews

Explore your career options, build a career network, and locate internships by meeting professionals in your career field. Make a list of all the people you know such as family members, neighbors, faculty, and friends. Come up with a list of questions that concern you. This is an opportunity for you to get specific information that can enhance your job search! Sample questions you may include, but are not limited to:

• How would you describe a typical day/week for this career?
• What do you like or dislike about this career field?
• How does your career affect your lifestyle?
• Are you required to work extended hours or on week-ends?
• What are some of the entry level job titles that I should be aware of?
• What experience will I need?
• How much can I realistically expect to earn with my degree?
• How quickly can I advance in this field?
• What internships or student jobs are available in this career field?
• What specific advice can you offer a person interested in pursuing this career?

Let your “Targeted Informational Interviewee” know that you are exploring career options and are very interested in learning what they have experienced in the industry. Informational interviews are usually short, 30 minutes, maybe an hour. Offer to take them to lunch as a perk for the time and knowledge that they are willing to share with you. Always ask for additional referrals and don’t forget to send a Thank You Letter!

Review Professional Associations’ Websites

These organizations are committed to advancing the special interests of the industry by providing in-depth information such as facts, trends, and current events. Some associations even post jobs! Examples of professional associations include the American Association of Museums (AAM), the Health and Science Communications Association (HeSCA), the Public Relations Society of America (PRSA), and the Society for Human
Resource Management (SHRM). Many associations offer student memberships at a reduced rate! Your membership can help to distinguish you from other job search candidates. To access thousands of associations on-line, visit:
http://www.asaenet.org,
http://www.job-hunt.org/associations.html

**Identify Organizations That Interest You**

By now you have discovered the job tasks and titles that address your career goal. It is now time to develop a list of potential internship sites!

**Utilize Internet**

Using the internet is an important part of an overall quality internship search strategy. However, do not put all of your search “eggs” in this one basket! This is just one method in your overall job search strategy.

Before you sign up, make sure you read the fine print for each site. Some companies sell participants’ information! Avoid using your home address; secure a post office address if necessary. Never provide “sensitive information” such as your social security number, bank account numbers, etc. Remember, while the internet offers many benefits, there are those who will use the internet for ill-gotten gain. So, if your instincts tell you to be aware, trust your instincts!

Consider using well-known job search engines such as Career Wings, Monster.com, CareerBuilder.com, Employ Florida.com, or TheLadders.com. Always notify the system administrator about unethical postings. However, to enhance your internet job search, conduct a “Google search” for internships in the career field of your choice. Example: “Internships with public relations firms in northeast Florida.” Or, “Google” internship search sites and job search engines that post the types of internships you are seeking. See what pops up!

Another benefit of the Internet is that it provides access to job listings and employer information 24 hours a day, 7 days a week, and 365 days a year. Your “career research” can be done after-hours allowing you to conduct job interviews during the day. Keep in mind that each site is different. Some charge a fee, others don’t. Go for the free sites or better yet, target organizations of interest and go directly to their sites. Look for words like careers, jobs, and employment opportunities.

Make sure you register with Career Wings! Visit the UNF Career Services office or website for details. Search for jobs, submit your resume, sign-up for interviews and information sessions.

**Sample Of General Internet Job Sites:**
- www.usa.gov
- www.vault.com
- www.monster.com
- www.careerbuilder.com
- www.employmentguide.com
- www.indeed.com/jobs
- www.employflorida.com
- www.theladders.com
- www.jobing.com
- www.careerrookie.com

**Sample Of Jacksonville Internet Job Sites:**
- jacksonville.bizjournals.com/jacksonville
- www.myjaxchamber.com
- www.jaxjobs.com
- www.worksourcefl.com
- www.jacksonville.jobing.com
Look For Companies Experiencing Growth

Review industry trade journals such as the Jacksonville Business Journal or visit the city’s Chamber of Commerce website. These organizations provide information concerning new companies entering the geographic area. Occasionally, the number of expected new hires is also stated as a part of the information. Business journals often highlight people who have received promotions, which can be a sign of growth in an organization.

Look For Organizations That Are Hiring

This is a “no-brainer”! It is important to use your time efficiently by looking for jobs with companies that are currently hiring. As the economy slows, so do the opportunities. However, even in times of lay-offs, companies still need new hires. If you really want to work with an organization and don’t see any job postings of interest, don’t stop there! A strategy to consider is to send your resume and cover letter to the “hiring person.” The hiring person (the manager, director, or president of a company) knows the future employment needs of that organization! The human resource office is simply the “keeper of current openings.” Target your “job search tools” to the needs the department that you want to work with. Expound on experience, accomplishments and skills that you have to offer. Focus on what you can do to assist the department in achieving its goals.

Look For Companies That Fit Your Needs

Not every company is the “right” company for you! Visit the company’s website to research their current initiatives, and their mission or value statements. Some companies even highlight various employees and their achievements. Seek organizations that are compatible with your career values and goals. The key is to conduct detailed corporate and industry research! The following websites will assist you with your research of organizations:

- Bloomberg: www.Bloomberg.com
- Business.com: www.business.com
- CEO Express: www.ceoexpress.com
- CNN Money: http://money.cnn.com
- Dunn and Bradstreet’s: www.dnb.com
- Forbes Lists: www.forbes.com/lists
- Fortune 500: www.inc.com/500
- Hoover’s On-line: www.hoovers.com
- Moody’s: www.moodys.com
- Standard & Poors: www.standardandpoors.com
- Wall Street Journal Index: www.wsj.com

Organize An Effective Record Keeping System

Recruiters may take several weeks to respond to your correspondence. Keep very detailed records that you can refer back to for information. If you send out five or more resumes a week, you cannot possibly remember every job title and point of contact after a month or two!

It is important to create an “effective organizational system” that works for you! This system will allow you to retrieve the “who, what, when and why” quickly. It does not matter if it is an Excel spreadsheet or a good old-fashioned notebook, as long as you have some way of recording and tracking your job search activity. Key information to include in your records:

- Company or organizational information
- Job title and description
- Name of the person to whom you sent your resume
- Date that you sent your resume
- Delivery notification (if sent electronically)
- Copies of the resume and cover letter you sent
- Reasons why you are excited about the job posting
- Reasons why you are an ideal candidate for the position
- Notes from follow-up phone calls and other correspondence
Making Contact With An Organization
You can “cold-call” the person directly by telephone, inquire about internships and request an interview.

Calling on the phone:
1. Introduce yourself.
2. Explain how you found out about the internship:

“I would like to know more about the internship you have on file with Career Services at the University of North Florida”

or

“I found your name in the ____ (resource)_______ and I’m calling to see if you are willing to consider sponsoring an intern.”

or

“I am looking for an internship in public relations in an arts organization and I was impressed by your program information on file in “Career Wings”

3. Ask if you may arrange a meeting with the site supervisor to talk in more detail about the internship. Suggest dates and times that would be convenient.

4. Confirm the date and time that you agree on and ask for directions to the office.

Preparing For The Interview
1. Read the internship description thoroughly and jot down any questions that come to mind as you read.
2. Read as much descriptive literature about the organization as you can. Search the internet to see if they have a website.
3. Develop your list of questions and list them in an order that makes sense.
4. Practice describing yourself, your academic background, skills, work experience, internship and career goals and reasons for choosing the organization.
5. Talk to students who have had this internship or one like it.
6. Generate a description of what you want to get from this internship.
7. Dress appropriately and give yourself plenty of time to get there.

The Internship Interview
Questions To Answer:
1. Why are you interested in this internship?
2. How do you see yourself benefiting from the internship?
3. How does the internship relate to your course of study in college, career plans, and other interests?
4. How does your volunteer or work experience relate to the internship?
5. How and what can you contribute to the agency or company sponsoring the internship?
6. How will your college support your learning while you are working on the internship?
7. What is required of your field supervisor and the internship organization?
8. What is your time availability? When can you begin and when must you conclude?
9. What are your special concerns or questions about the internship which need to be answered?

Questions You May Want to Ask
1. What skills or personal qualities are you looking for in an intern?
2. What would you say are the main strengths a person who gets this internship needs to have?
3. How do you see an intern fitting into the organization?
4. What kind of orientation and training does your organization provide for interns?
5. With whom will I be working most closely?
6. Where will I be working?
7. How do you see your role as a supervisor?
8. What problems or stresses do you see associated with this internship?
9. What do you like most (least) about working here?
10. When would I be able to start?
11. What is your procedure for deciding on an internship?
12. When may I call you to find out your decision?
13. What kind of financial compensation is available for this internship?
14. Who will I be working with and for?
15. What do you see as the primary responsibilities of your intern?
16. What are you hoping your intern will accomplish or learn by the end of the internship?
17. What resources or assistance will I be able to use in order to carry out this project or these responsibilities?

**Interview Tips**
1. Project enthusiasm and genuine interest in your voice and body language throughout the interview.
2. Know your availability. Be clear about when you would be available to work. Be flexible if possible.
3. Ask what the next step will be.

**After The Interview**
1. After you have asked questions and answered questions, you should have a clearer sense about whether or not this is an internship you’d like to pursue.
2. If you have strong positive feelings, let the site supervisor know you would like to set up an internship. If she/he agrees, you can discuss a work schedule and arrange a starting date.
3. Trust your intuition. “Personal chemistry” between you and the site supervisor is a critical variable.
4. If you are still unsure, explain you would like some time to think it over. Be precise: “May I get back to you on _______?” (date)
5. If they are interviewing many candidates, ask when you may check back to find out about their decision.

**Evaluating And Accepting An Internship**
1. Be sure that you not only want to do it, but are able to do it. Once you say “yes” you have made a commitment and a lot of people are depending on you to follow through. Pulling out later because a “better” internship comes along can have a considerably negative impact on your reputation.
2. Be mindful of the amount of work and care that the organization’s staff has had to put into planning your internship, the consequence for the staff members if you withdraw and the effect your withdrawal will have on the organization’s attitude toward future student applicants. Be careful, thoughtful and diplomatic.
3. If you find you must reject an internship, be open and honest. Contact the supervisor and let him/her know about your decision. Thank the person for the interview and their consideration.
4. Once you accept: send the organization a typed, acceptance letter restating agreed-upon details including: work schedule; who your supervisor will be; what job duties/responsibilities; pay arrangements (if applicable); ask for a confirmation letter from the supervisor.
Other Considerations

There may not be a formal orientation program and you may have to show some initiative in getting the information you need:

1. Who is your direct supervisor on the job? Should you expect supervision or direction from others as well? Who is responsible to whom?
2. What are your hours on the job? Are these flexible? What about “breaks?” Are you expected to put in overtime to attend meetings, complete unfinished projects, or other duties?
3. What are your responsibilities? Will you have day-to-day assignments? Can/must you initiate activity on your own? When should you get approval from someone else? Are you expected to seek instructions frequently or at scheduled times?
4. Are there unwritten codes of behavior such as dress code, etc.?
5. When are the critical deadlines? How can you tell when speed is more important than accuracy?
6. Meet your co-workers. Your supervisor should make the introductions. If not, introduce yourself. Say something about yourself and what you want to learn during the work experience. Make sure co-workers know you are there to learn.
7. Your own work space is necessary if you are to be productive as a worker. Many supervisors can overlook this important matter. Speak with your supervisor if adequate space has not been allocated and see if this can be arranged.
8. Read information about the organization (e.g., annual reports, brochures, organizational charts and publications)
9. Be sensitive to the feelings of your co-workers. They may resent you because of the special nature and flexibility built into your internship.
10. You may underestimate the amount of time required to do a task. This can come from inexperience. Estimate an additional 25%. Example: you estimate 4 hours of planning, make it 5 hours instead.
11. Your supervisor does not know your capabilities and will be cautious in making assignments until you have shown your abilities. Once you have shown what you can do most supervisors will provide more difficult assignments. If not, you should ask for more responsibility.
12. Who is responsible to whom? Is there an organizational chart you can look at? Who are good sources for different types of information? Who makes decisions? What are the important names and telephone numbers you should know?
13. What specific duties are you expected to do on your own, to do when told, and to monitor regularly and are these consistent with your learning goals. If not negotiate with your supervisor. What are the goals, functions, and services? How does this department relate to the larger organization?
14. How does work get done? Do co-workers help one another or is work carried out independently? Are you expected to seek instruction and directions frequently or have your work reviewed as it proceeds?
15. Where are important items kept? Where is resource information located? Where are you permitted to go and which places are off-limits?

You will also need to discuss with your supervisor the issue of insurance against liability due to your injury on the premises of the agency or organization. You will need to check with the sponsoring organization to find out if they can provide liability coverage. If the organization does not offer liability insurance coverage, it may be necessary for you to sign a waiver where you assume all liability and risk.
Establishing Evaluation Guidelines

Once you’ve established an internship, some guidelines need to be established. Conflicting expectations between the student and the supervisor is probably the most common source of problems in an internship. Defining learning objectives and goals will provide you with a sense of direction and purpose. Discussion, planning and agreement will insure that you gain what you want from an internship.

- You and your work supervisor should agree on your work objectives. You should know what is expected of you and how you are to proceed.

- You and your supervisor should agree on how you will be evaluated and should meet periodically to assess your progress.

- A learning plan can help you identify goals, strategies for reaching goals, and the method of evaluating the extent to which those goals have been reached.

1. Learning goals: identify the kinds of learning you want from this experience. Goals are not the same as job responsibilities; learning goals imply purpose. Some examples are given below:

   a. To gain/apply/test knowledge, facts, concepts, theories, ideas in or relevant to the academic field in which credit is earned.
   b. To broaden understanding, applying information to problem-solving situations; seeing patterns and relationships; developing categories; analyzing and synthesizing.
   c. To acquire/improve skills. The ability to perform some activity, mental or physical; may pertain to activity with people, things, or data.
   d. To clarify/test attitudes and values. Formation and/or clarification of values or assumptions.

2. Strategies: Describe how you will accomplish each goal. These should be worked out with your supervisor to be sure they are appropriate and feasible. They may include: assigned projects; observation; reading company or industry periodicals; attendance at meetings or conferences; training; interviews or discussions; practice; presentations.

3. Evaluation: The evaluation should evolve directly from the learning goals and strategies. The issue is to determine/demonstrate progress toward achieving goals.

At the end of your internship experience, you should be able to analyze the relations between practice and the theory from the academic field in which the experience is being earned/gained.
**Keeping An Internship Journal**

Journals are an excellent way to help you assess your internship. Case studies, fact-finding reports, and portfolios may also be used.

Journal keeping is not just a reporting or logging of “what I did”. It should include analysis and interpretation of the meaning or significance of the activity. Some suggestions for things to include are:

- Select some situations or decisions that involve your direct participation;
- Include some situations in which you were a direct observer;
- Record perceptions;
- Test hypotheses.

Write your thoughts freely, without regard to syntax, spelling or punctuation. Don’t stop the flow of your thoughts. Be candid and use your sense and observational skills.

Don’t think of your journal as a work log in which you itemize and record events, tasks, and statistics. Think of it as a reflective, analytical activity to deal with problems and frustrations and to identify accomplishments and other positive learning experiences. The journal is your means to chart your daily growth and development both academically and personally.

Take a few minutes at the end of each day to review your learning objectives and to reflect upon your experiences of the day.

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**Suggestions For Journal Writing**

1. Write a condensed account of the day.
   - What did I do, what happened?
   - How did I act or react?
   - What did I think and feel?
   - What did I learn?

2. Write down three ideas from each course in your major (or from other courses) that in some significant way relate to your internship.

3. Discuss how the experiences or observations in your internship support, disprove, or affect the related theories you have studied.

4. Critically analyze the projects that you have worked on and any decisions that you or your work supervisor have made.

5. Analyze what things you would do differently if you had the day to do over.

6. Discuss the leadership styles and working relationship of the people at the work site.

7. Write about your feelings from the experience including the work itself, the people etc.

8. Keep copies of things you have produced, such as memos, computer programs, financial statements, sculpture, articles, photographs, flow charts, bookkeeping ledgers, reports, etc.

A journal is a form of private communication between you as a voice and you as audience. It is not to be written for your supervisor.
Evaluation Session With Your Supervisor

It is important to schedule regular supervisory/evaluation sessions with your site supervisor. Since you are there to learn, you should be open to constructive criticism. Ask for clarification when you don’t understand. Some questions to consider when you approach your supervisory sessions:

- Why were you able to accomplish certain learning goals so effectively?
- What are some reasons that other goals were not accomplished adequately?
- What were some “critical incidents” that provided significant learning?
- What are the major issues you saw in your field?
- What theories or hypotheses did you arrive at related to your academic discipline?
- In what way has your perspective changed?
- What do you want to learn more about in the near future?
- What would you do differently?
- Do you seem to be accomplishing your work/assignment effectively?
- How does your work compare to others in similar situations?
- Are there things you should be doing differently?
- What are the major issues your supervisor faces?

Tips For Making The Most of Your Internship

1. There’s NO excuse for boredom or “not having enough to do” Search out things to do that will be helpful. Learn what is going on in other departments/agencies in order to gain a more complete picture.

2. An intern is not the same as a volunteer. An internship is a learning experience. A volunteer may perform the same tasks equally well but may or may not be self-conscious about the learning derived.

3. You should be supervised by a professional staff person who has some expertise in your area of work.

4. An intern is not a “go-for”. An internship should be a meaningful learning experience. However, most positions and projects involve some routine work. We recommend you limit it to 20% of your time as an intern.

5. There is no guarantee the internship will result in a job offer even though many interns are offered part or full-time jobs as a result of contacts made during an internship.

6. Build an information and referral network at your internship site. Get to know the people with whom you are working.
TIPS FOR A SUCCESSFUL INTERNSHIP

Congratulations: if you’ve got an internship lined up, you’re already on the way to the career you want. This is your chance to gain some insight into your chosen career sector, collect some practical examples of your skills for future graduate job applications, and make a good impression on a potential referee. Keep our ten top tips on how to be a star intern in mind and you’ll get your career off to a flying start.

• Be enthusiastic. Even if you don’t always feel it.

• Take everything in. You can learn from what you observe as well as from what you are invited to do. Take note of how your colleagues communicate with each other and with external contacts.

• Build relationships – don’t force them and don’t neglect them. Be friendly and receptive, but not pushy.

• If you need to, ask. If you’re unsure about what you’re doing, it’s much better to check than to guess. Colleagues prefer to take time to help you do things right, rather than have to pick up the pieces later.

• Think before you speak. Be diplomatic. Don’t make any assumptions about the relationships between the people in the office, and be very wary of being drawn into making critical comments about anybody, or anything, in the workplace. Don’t be a bull in a china shop – sometimes it takes caution and tact to negotiate office politics.

• If you get the chance to sit in on any meetings, only contribute if you’re sure it’s appropriate. Try to pick the right moment to ask questions – for example, not when your supervisor is frantically preparing for an imminent deadline. Unless, of course, your question is genuinely urgent.

• Be a chameleon. Try to be aware of the working culture and adapt to it, taking your cues from those around you (while maintaining your professionalism, of course). For example, if it’s a very quiet office, don’t make lots of very loud phone calls.

• If you get the chance to use your initiative and show what you’re made of, go for it.

• Remember, it’s a learning experience. In an ideal world, you’d come to the end of your work experience and be offered a permanent job on the spot. However, while some employers may treat internships as a recruitment tool, in general, work experience is just that – an experience. It may confirm that you’ve chosen the right graduate career sector for you, or prompt you to re-evaluate; you could come away eager to return on a permanent basis, or determined to look elsewhere. However your work experience turns out, you can learn from it.

• Work later than everyone else. One woman said she turned her internship into a job because she would stick around until 7 p.m., willing to help anyone do anything—even if it was something as simple as mailing a package.
• **Pick out an office role model.** If you’re unsure of how to act at your first job, follow this person’s lead.

• **Keep up with your selected industry.** Learn as much as you can about your new career field.

• **Don’t just be an intern.** Be the intern. Especially if your office has a lot of interns, don’t get lumped into one category. Get noticed.

• **Wear appropriate clothes.** You’d be surprised by how many people ignore this clichéd advice. Don’t dress like you’re hanging out with friends on a Saturday night. Class it up.

• **Interact.** Don’t isolate yourself by sitting in your cube all day, listening to Arcade Fire on your iTunes. It’s OK to chit-chat with co-workers who sit next to you.

• **Learn everyone’s name, from the president to the security guard.** Everyone loves to hear his or her name and it shows you’re engaged and interested.

• **Arrive early and leave late -** even if you have nothing to do. Down time at the office is often the most important time because that’s when you have conversations with colleagues and begin building relationships.

• **Never, ever gossip.** Having a reputation as a gossip can tarnish your chances at landing a job, Rossi says. There are three ways to avoid the situation when someone starts gossiping to you. One, change the subject by asking a question. For example, “That’s a beautiful bag, where did you get it?” Two, say directly that you don’t feel comfortable gossiping. Or three, say with a smile that you have enough wrong with yourself to say anything bad about someone else.

• **Make eye contact and have a firm handshake.**

• **Don’t answer your personal phone in the office and don’t check it during meetings.**

• **Be professional.** Be on time. Look the part—Be a good colleague: remember that the people you are working with may be under pressure. Try to make less work for them, not more.

• **Be realistic.** It’s a good idea to establish what your internship or work experience placement is likely to involve at the outset. In an ideal world, you’d be assigned to a fascinating project and start making your mark right away. In practice, your work experience may well involve some routine tasks—as do many jobs, especially in the early stages of your career. Even routine tasks can develop skills such as attention to detail, communication, numeracy, organization and teamworking. Prove yourself to be reliable and efficient, and more interesting opportunities may follow. Remember, if you are doing a short work experience placement it may
not be practical for your employer to give you complex tasks. However, if you are doing a relatively long internship and come to feel that your work experience is not developing your skills, you could ask your work experience mentor or supervisor if you can get involved in some more demanding work. If you have undertaken a long, unpaid internship, perhaps having already graduated, and you are not being given any opportunities to develop professionally, you may want to reassess whether your work experience is the best possible use of your time. Make sure you discuss changes with your internship coordinator/faculty member.

• **Dress:**
  *Dress not where you are, but where you want to be.* Pick the person you want to be in that organization and follow their style and behavior.

• **Don’t wear shorts or sandals.** Look at what other people in the office wear, not what other interns wear. If your superiors wear pantyhose, you should too.

• **When in doubt, ask.**

• **As a general rule, cover up.** For men, this means pants - not shorts - and closed-toe shoes. No flip-flops or sandals, ever. For women, this means conservative neck lines, closed-toe shoes and skirts that go at least to the knee.

• **If you’re not sure about your skirt length, go with this rule:** The higher the skirt, the lower the heel (but no mini-skirts, please.)

• **Get rid of your backpack.** Invest in a briefcase.

• **Get rid of all evidence of the night before.** No bar stamps on your hand, no ratty hair. If you don’t wash your hair, pull it back.
**Expectations**

1. Be punctual. If you are going to be late contact your supervisor and arrange to make up the time.

2. Dress appropriately for the work setting. Although you are a student, your presence there reflects on the organization.

3. Ask for what you need without being demanding. Don’t expect people to read your mind if you need information or materials. Communicate your needs with your supervisor.

4. Meet “agreed-upon” deadlines. Manage your time well. Notify your supervisor immediately if a deadline can not be met. Offer a solution if possible.

5. Use good judgment in deciding whether to act independently or to ask for help.

6. Communicate a positive attitude and a desire to learn.

7. Be respectful of co-workers and clients.

8. Take initiative in finding challenges and new learning opportunities.

9. Discuss any problems as soon as they arise.

---

Samantha Jobseeker  
5442 Apple Lane  
Jacksonville, FL 32256

Mr. Will Receviet  
Director of Human Resources  
The All American Company  
1234 Bless America Drive  
Jacksonville, FL 32224

**Cover Letter: Typing The Envelope**
Sample -- Letter of Application Template

(Cover Letter -Block format)

Your Street Address
City, State, Zip
Date of Letter

Contact Name
Contact’s Title
Contact’s Department
Name of Organization
Street Address
City, State, Zip

Dear Mr./Ms./Dr. Contact’s Last Name:

First Paragraph: State why you are writing, name the position or type of work for which you are applying, and mention how you heard of the opening.

Second Paragraph: Explain why you are interested in working for the employer, and specify your reasons for desiring this type of work. If you have had experience, be sure to point out your particular achievements or other qualifications in this field or type of work.

Third Paragraph: Refer the reader to the attached application, resume or to whatever media you are using to illustrate your training, interests and experience.

Fourth Paragraph: Have an appropriate closing to pave the way for the interview by asking for an appointment, by giving your phone number, or by offering some similar suggestion to facilitate an immediate and favorable reply.

Sincerely,

(Sign Your Name Here)

Type Your Full Name

Enclosure (indicate what is enclosed with letter; i.e. resume; transcript, etc.)
Sample Letter Applying For an Internship-
Semi-Block format

123 Maple Lane
Jacksonville, FL 32225
January 15, 2013

Mr. Hassan Internship
Research Coordinator
Campbell Research Lab
P.O. Box 987
Jacksonville, FL 32224

Dear Mr. Internship:

I am interested in applying for the summer internship position that was listed in Career Wings through the University of North Florida Career Services.

I have had a great deal of laboratory experience in chemistry, biology, and geology, both indoors and in the field. In the lab, I have performed chemical reactions and I am currently using microscopes to observe many specimens. In environmental field studies, I have conducted outdoor labs to assess water chemistry.

Last summer, I worked as Conservation Assistant at Timucuan Preserve National Park. I am seeking to complement this outdoor experience with a research internship in order to acquire the background necessary for a future career in scientific research.

I believe that I would be an asset to your program. This internship provides the ideal opportunity to assist your organization by utilizing my current laboratory skills and experience.

I will call next week to see if you agree that my qualifications seem to be a match for the position. If so, I hope to schedule an interview at a mutually convenient time. I look forward to speaking with you.

Thank you for your consideration.

Sincerely,

Pat Brown

Enclosure: Resume
OBJECTIVE
An internship in field of pathology laboratory research

EDUCATION
University of North Florida  Jacksonville, Florida
Bachelor of Science in Chemistry, Minor in Biology, Expected 5/2010
Major GPA: 3.8/4.0, Overall GPA: 3.68/4.0

Relevant Courses:
• General Chemistry I & II
• Organic Chemistry I & II
• Biochemistry
• Inorganic Chemistry

• Chemical Research
• Genetics
• Pathogenic Bacteriology
• Ecology

HONORS
Deans List; Golden Key National Honor Society; UNF Academic Scholarship

RELEVANT WORK EXPERIENCE
University of North Florida  Jacksonville, Florida
Chemistry Research Assistant, 1/2009– Present
• Construct multi-stage vacuum system and computer-interfaced, pulsed, supersonic gas injector for molecular collision experiments

Eckerd Drug Store  Jacksonville, Florida
• Assisted pharmacists with filling prescriptions. Dispensed medication and determined volumes for solutions and suspensions
• Maintained inventory; Completed appropriate insurance paperwork
• Provided excellent customer service; upheld company policies and procedures

SKILLS
Computer: Microsoft Word, Excel and PowerPoint

Laboratory: Gravimetric Analysis, Titrations, Spectrophotometer Analysis, Affinity Chromatography, PCR, Southern Blot Test, and Gel Electrophoresis

Personal: Strong skills in interpreting complex and/or technical information, and problem solving; Work well independently while also a positive team player; Strong organizational skills with attention to detail; Punctual and reliable

MEMBERSHIPS
American Chemical Society
Student Member, 9/2007 - Present

Pre-Med Society
Student Member, 1/2008 - Present

OTHER WORK EXPERIENCE
Laboratory Corporation Of America, Data Processor, Jacksonville, Florida, 9/2008-10/2009
McDonald’s, Cashier, St. Augustine, Florida, 2/2006-7/2007
Sample Letter Seeking an Internship- Block format

123 Osprey Lane
Jacksonville, Fla. 32225
January 15, 2013

Ms. Anabel Jones
Jones Advertising Agency
123 Internship Drive
Jacksonville, FL 32224

Dear Ms. Jones,

I am writing to express my interest in a marketing internship with the Jones Advertising Agency for Summer 2013. I learned about your agency through the University of North Florida Career Services.

I feel that my unique mix of experience in marketing and community management, my courses in marketing and public relations and my passion for social communication make me an ideal candidate for a summer internship in the marketing department of your organization.

I am currently a Communication major at the University of North Florida with a Public Relations track. I will graduate in April, 2014. I am looking to leverage my classroom learning into real world experience. I have previously worked as a marketing intern for The Dalton Agency, a national advertising and public relations firm located in downtown Jacksonville. My responsibilities included everything from supporting the strategy team to executing social media campaigns for a few of the firm’s clients.

I believe my coursework and experience along with my motivation and enthusiasm will make me an asset to your marketing and communication department. I thank you in advance for reviewing my application and would welcome the opportunity to speak further about this position in an interview. I will call you within the next week to ten days to see if we can arrange a time to meet. If you would like to contact me, I can be reached on my cell phone at (904) 555-1234 or by email: pbrown@gmail.com.

Sincerely,

Pat Brown
Objective
Seeking a marketing internship that will utilize various communication experiences

Education
University of North Florida, Jacksonville, Fla.
Bachelor of Science in Communication- Public Relations, 04/2014
GPA 3.5/4.0; Dean’s List four semesters
Public Relations Student Society of America, Member

Skills
Face Book, Twitter, Tumblr; Adobe Photoshop, Illustrator, Prezi; MS Word, Excel, Outlook, Explorer, Publisher, FrontPage; excellent interpersonal and communication skills, attentive to detail

Experience
Jacksonville Chamber of Commerce, Jacksonville, Fla., Volunteer, 08/2012- Present
•Create newsletters/pamphlets for the community
•Research opportunities to utilize social media to advertise Chamber functions
•Contribute ideas for website development
•Assist with organization of various events

City of Jacksonville Beach, Jacksonville Beach, Fla., Special Events Intern, 05/2012- 09/2012
•Contacted local businesses to improve the flow of information between the city and local businesses in order to increase overall attendance at events
•Researched and implemented marketing and advertising opportunities (surveys, etc.)
•Lead planner for multiple Jacksonville Beach events (Moonlight Movie Program)

Dalton Agency, Jacksonville, Fla., Marketing Intern, 01/2012- 04/2012
•Developed social media campaigns for assigned clients
•Wrote press releases for local, state, and national assigned governmental offices
•Interviewed up and coming performers for the “Who’s Who in the City”, a COJ initiative

•Gained an understanding of the problems involved in making media and advertising placement decisions
•Developed decision-making strategies related to the overall marketing process for local non-profit organizations
•Produced graphic images and logos for campaign materials and PowerPoint presentations
•Presented creative concepts and tactics for the final presentation

Employment
Watson Realty, Jacksonville, Fla., Office Assistant, 05/2011 - 08/2011
•Worked in Marketing Department; provided input on ad planning and media selection
•Assisted sales agents with collateral preparation and public relations promotions
•Performed a variety of tasks including filing and data entry for production reports

Interests
Social media, event organization, community development and outreach, entertainment industry
Creating A Resume For Public Service
When developing a resume for an internship in the public service sector keep in mind one important difference: your public service resume must show your commitment to public interest or government. Public service employers want to know that you have the skills that will benefit their organization but more importantly, they want to know that you have a deep commitment to the mission of their organization.

What if you don’t have any public service experience?
You might think that you don’t have any experience because you have not worked for a non-profit or government organization. But, think outside of the box: did you coach a sports team? mentor other students? organize a fundraising drive? work as a summer camp counselor? volunteered in a soup kitchen?

Building Your Resume:
To demonstrate that you have experience you should tailor the information on your resume to meet the needs of the employer. Consider having more than one resume if you are applying to different types of organizations. Highlight information that is most applicable to each employer by area such as legal services, legislative work, litigation, etc.

Don’t Discount Your Volunteer Work
Many times volunteer work is public service and translates well both on your resume and in interviews. Volunteering gives you the opportunity to practice and develop your social skills, meeting regularly with a group of people with common interests. Volunteering is a great way to gain experience in a new field. For example, if you’re interested in nursing, you could volunteer at a hospital or a nursing home.

Volunteering gives you the opportunity to practice important skills used in the workplace, such as
- teamwork
- communication
- problem solving
- project planning
- task management
- organization

Volunteering is a great way to gain experience in a new field. For example, if you’re interested in nursing, you could volunteer at a hospital or a nursing home.

Many volunteering opportunities provide extensive training. For example, you could become an experienced crisis counselor while volunteering for a women’s shelter or a knowledgeable art historian while donating your time as a museum docent.

Leadership Experience
Look for ways to highlight your leadership experience on your resume. Did you lead a student group on campus? captain of a team? residential assistant? team leader at work? Think of experiences you have that show you take initiative and can influence others.

TeamWork
Being able to work on a team is another quality that employers look for. Think about your involvement on teams and the role you played in helping your group to achieve a common goal.

Extracurricular Activities
Employers also look for your involvement in extracurricular activities such as student clubs, a fraternity or sorority, professional organizations, etc.
123 Apple Lane  
Jacksonville, FL 32224  
June 15, 2013  

Thomas Kincaid  
Director  
US Agency for International Development  
Legislative and Public Affairs  
Ronald Reagan Building Washington, D.C. 20523-100  

Dear Mr. Kincaid:  

I am writing to apply for a summer internship with the USAID Bureau for Legislative and Public Affairs (LPA) in Washington, D.C. I became familiar with USAID through several international policy research assignments and am attracted to the kind of work USAID does to promote global equality and prosperity. I believe that I have the skills and background to excel in this position. 

I am a junior at the University of North Florida, double majoring in political science and philosophy and will graduate in April 2014. My political science concentration is International Relations and comparative politics, while my philosophy concentration is Legal, Political and Social Studies. After graduation, I hope to attend law school, with a focus in international law and foreign policy. I am most interested in areas of crisis resolution and social development advocacy. 

I am qualified for a USAID LPA position because I work well under pressure, have a solid background in communication skills and have experience dealing with international development topics. On an academic level, I have analyzed United States foreign policy approaches to many international human rights issues, such as the status of women in developing countries and US responses to crises, such as the situations in Somalia, Mali, and Middle East. For example, my portion of a larger research project was to develop an economic stability program for northern Mali in light of the current crisis, which I then presented to the Department of Defense, as well as several ambassadors and senator’s foreign policy staff. I am interested in the Legislative Affairs position because I am fascinated by the legislative process and the politics of Congress. 

I would greatly appreciate the opportunity to build my understanding of human rights issues and the US foreign policy process. Attached, please find my resume which provides an outline of my qualifications. I would welcome an opportunity to discuss my qualifications in an interview. 

Thank you for your consideration and I will be in contact within the next two weeks. You can also contact me at 904-555-1234 or by email. 

Sincerely,  

[Signature]  
Pat Brown
Leadership Bound

(904) 123-4567 ◆ Leader@unf.edu ◆ 123 UNF Circle, Apt. #123 ◆ Jacksonville, FL 32224

OBJECTIVE
Seeking a position as a campaign assistant where experience in networking, fundraising, and social perceptiveness can advance campaign objectives.

EDUCATION
University of North Florida, Jacksonville, FL
Bachelor of Science, Psychology
- Leadership Certified

RELEVANT COURSES
Social Psychology, Behavior Modification, Abnormal Psychology
Intro to Sociology, Contemporary Ethical Issues, Lifespan Developmental Psychology

ACTIVITIES
UNF Student Government Senator, 2/2012 – Present
- First and only student in UNF history to run and get elected as an independent candidate for a Senate Seat.
- Personally funded, marketed, and advertised campaign.

African-American Student Union (AASU) Member, 1/2012 – Present
- Actively participated in cultural events on campus and throughout the Jacksonville area.

Green Room Club Volunteer, 10/2011 – Present
- Designed recycling opportunities for UNF and its community.
- Advocated environmental awareness on campus.

UNF Visitor’s Center Assistant, 8/2011 – Present
- Facilitated tours for future students/parents interested in enrolling to UNF.
- Worked new student orientations as a member of the SWOPP Squad.

IFC Representative, 4/2011 – Present
- Legislated programming and IFC activities to better the Greek community and UNF campus.

LEADERSHIP EXPERIENCE
University of North Florida Fraternity, Jacksonville, FL
President of the North Florida Chapter, 4/2011 – Present
- Delegated and held accountable 6 Vice Presidents with chairs under each VP.
- Chaired weekly Chapter meetings with 45+ brothers.

Vice President of Public Relations, 12/2010 – 4/2011
- Directed Homecoming with 2 other Greek organizations.
- Organized 2 socials with sororities and a philanthropy that raised over $1500.

COMMUNITY SERVICE EXPERIENCE
- Accumulated 50+ hours working with Boys & Girls Clubs in the Jacksonville area.
- Participated in multiple beach clean-ups at Jacksonville Beach, St. Augustine, and surrounding areas.
- Participated in UNF nature center remodeling projects.
- Volunteered for Jacksonville Knights football team: clean-up and break down of stands/stadium.

WORK EXPERIENCE
Ozzie Osprey
111 Osprey Dr, Jacksonville, FL 32224, 904-111-1111 Ozzie@osprey.unf.edu

Objective
To secure a paid internship with the U.S. Department of Housing/Urban Development.

Education
University of North Florida
Bachelor of Arts, Political Science, Bachelor of Business Administration, Management
degree
Minor in Psychology; Overall GPA 3.64/4.0
Memberships: Mock Trial, Pi Sigma Alpha, Golden Key International Honor Society

Relevant Experience
University of North Florida
Member, Executive, formally Students In Free Enterprise
- Research company contacts for students
- Create/edit workshop documents for presentations
- Investigate contacts within selected target markets

ACET Services (Title Co.) Law Office of Leslie Quina
Administrative Volunteer
Bellevue, FL
06/08/11
- Transcribed affidavits/forms
- Managed various office tasks

University of North Florida
Politics of Social Programs Descriptive Paper
01/11-04/11
- Assignment required identification of a member of the "working poor"
- Interviewed participant to gather data for analysis
- Identified factors affecting income potential
- Documented housing and lifestyle challenges and its effects
- Focused on participant's outcome and accomplishments

The Experiment in International Living
Tepec, MEX
07/10
- Worked on the Caritas public health project
- Collected medical, clothing, food and other donations
- Developed cultural awareness and planning skills

National Youth Leadership Forum on Law
Representative, Fletcher High School
Washington, DC
10/09
- Attended law related workshops
- Focused on ethics and social policy issues
- Participated in mock trial simulations

Other Experience
University of North Florida
Chartwells Catering Staff
Jacksonville, FL
03/11-Present

Vincenzo's Trattoria Restaurant
Jacksonville, FL
05/09-06/10

Forest Hills Nursing Home
Jacksonville, FL
04/03-06/09

Skills
Microsoft Word, PowerPoint, Excel, and Explorer; Twitter, Facebook, LinkedIn, Vine; WordPress
Conser Moving and Storage is an Agency for Mayflower Transit. We specialize in domestic and military household goods moving, whether relocating a few miles, across state lines or internationally. We also provide expertise in commercial office moving and record storage. Find your path in 3PL- Logistics, Transportation Brokerage or International Services.

Corporate Headquarters:
8451 Western Way Jacksonville, FL 32256
www.consermoving.com

Apply Today!

Email your Inquiries to:
nancy@consermoving.com