



# Community Internship Collaboration Business Mentor Handbook

Fall 2023

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## **CIC Program Information**

The Community Internship Collaboration was established to fill an employment gap in the community. The program's goals are to provide meaningful work experience for UNM-LA students, to meet area workforce needs, and to develop the future workforce for our community and the region. The Community Internship Collaboration will match your business' needs with a motivated student interested in your field—at no cost to you.

As our business partners, we hope this will be an opportunity for you to:

### **MENTOR**

Work with a UNM-LA undergraduate during this semester-long program, and teach your intern about your business. As part of the program, attend a free mentor workshop to hone your mentoring skills. Collaborate with your intern to set goals and establish parameters of a project that will benefit your business. Then, help your intern gain the skills and knowledge necessary to complete the project.

### **LEVERAGE**

Leverage the power of this community collaboration and the resources of UNM-LA. To improve your intern's capability in your workplace, they will be guided throughout the semester by a faculty advisor who will be teaching them important business concepts. UNM-LA pays your intern's salary so there is no cost to you as a mentor.

### **GROW**

Use this opportunity to tackle a project that will help grow your business. Capitalize on the fresh, new perspective a student will bring, and embrace the process of shared learning between you and your intern. UNM-LA advisors can help you design a project if needed.

## Intern Selection Procedure

- 1) The CIC Coordinator accepts business applications and advertises internship proposals to the student population of UNM-Los Alamos.
- 2) Students submit a CIC application and enroll in at least 6 credit hours to be eligible for internships. Students rank their top business preferences through the application or by email to the CIC Coordinator.
- 3) The CIC Coordinator sends student information from the student CIC application to business mentors for positions in which the student expressed interest, as indicated in the application and according to the permission given in the application.
- 4) Business mentors contact and interview all student candidates sent to them.
- 5) Business mentors report their preferences for students for their positions to the CIC Coordinator.
- 6) The CIC Coordinator matches business mentors and students for internship positions. Students and mentors may submit any changes in their top preferences until the matches are announced. Students and businesses may accept the matched positions or consult with the CIC Coordinator. **Students and businesses are not permitted to offer or accept positions directly. All matching is done in consultation with the CIC Coordinator.**

## Expectations for Businesses and Mentors

### *ORIENTATION*

Business mentors are encouraged to attend an Orientation session with the CIC Coordinator before the internship begins. In this orientation, the mentors will receive important information regarding their role in mentoring the intern throughout the project.

### *PROJECT PLAN OUTLINE*

This is a project-based internship. It is expected that the mentor will have a specific project with a tangible result that the intern can complete within the given semester. The mentor and student will work together at the beginning of the internship to complete the “Project Planning Outline” (found in the Appendix or online). This allows you to create a plan for how the student will complete the work over the required 60 hours. It also ensures the interns have clear goals, instructions, and expectations for the project. Students must submit this outline to their course instructor in the beginning weeks of the internship.

### *TIME REPORTING*

Students are responsible for accurately tracking the hours they work. Interns should be clocking in and out when they work. They will be using UNM-LA’s Time Clock Plus (TCP) system. As the mentor, you will be responsible for approving those hours using a TCP ID given to you by the Internship Coordinator. Instructions are provided in the

appendix of this handbook and on the CIC website. If you ever have any concern regarding the completion of the student's hours, please contact the CIC Coordinator as soon as possible.

### *COMMUNICATION WITH STUDENT INTERNS & CIC COORDINATOR*

Mentors are expected to be available for regular meetings with student interns to ensure the project plan is being completed and answer any questions. Emails and phone calls will be used to communicate with students throughout the program. Students are expected to check their UNM LoboMail accounts daily to communicate regularly with and respond promptly to the CIC Coordinator and the business mentors. Mentors should make it clear to student interns when they are available for communication and the best format for that communication (email, phone, text, etc.).

Mentors will be asked to attend a mid-semester evaluation with the Internship Coordinator and student intern. This will be an opportunity to ensure that everyone is happy with the work that is being done and resolve any issues that might have arisen. However, please do not wait until the evaluation to address any concerns! If it is not something that can be addressed in house, please contact the Internship Coordinator

### *BE A MENTOR AND NOT JUST A BOSS*

Please be mindful that for many students, this might be their first opportunity to work in a professional environment. You should be a source of encouragement, instruction, and constructive feedback. Make sure that you clearly define expectations regarding appropriate dress and hygiene, cell-phone usage during work hours, and the best way to communicate with you if there is a problem outside of work hours.

Remember, this is a project-based internship where they can learn about your business and leave with a tangible result. Ensure that you have clearly defined your expectations. Don't forget...They can also provide you with a new perspective or approach. Student interns are not just there to do grunt work. Please see "Strategies for Success with Interns" and "Mentor Keys for Success" in the Appendix for additional suggestions.

### *FEEDBACK SURVEY*

At the completion of the internship, please complete the CIC program's electronic survey through a link provided by the CIC Coordinator one to two weeks before the end of the semester. The feedback provided in the survey is very valuable to the continued success of the program and will be used to improve the program and experiences of future interns.

## **Expectations for Student Interns**

Student interns are expected to complete the given project within 60 hours over the course of the semester. They should be meeting with you regularly and ask any questions necessary to complete their project on time and to your specifications.

Students are expected to behave in professional manner. They are also required to attend their weekly scheduled Internship course. At the end of the semester, they will present their work to their class. Mentors are invited to come and watch. If you have any concerns regarding your intern's hours or performance, please contact the CIC Coordinator as soon as possible so that we can help address those concerns before the end of the semester.

## **Expectations for CIC Coordinator**

The CIC Coordinator is expected to provide regular and accurate information to business mentors, students, and the course instructor. The CIC Coordinator will pursue information about and assist in resolving concerns shared by mentors or students in a timely manner.

## **UNM-Los Alamos Policies**

### *PATHFINDER STUDENT HANDBOOK*

All UNM-LA students must abide by the Student Code of Conduct and other UNM policies as stated in the Pathfinder, UNM's Student Handbook. These policies apply to all situations involving UNM students, regardless of their location on campus or elsewhere. The CIC program is subject to these policies. Students participating in the CIC program must abide by these policies when working with their business mentors as they would when participating in campus activities. Any violations of the Pathfinder policies or Code of Conduct will be addressed by UNM-LA and may result in dismissal from the CIC program and/or loss of employment from UNM. The current policies and Code of Conduct may be found here: <https://pathfinder.unm.edu/>.

Mentors are expected to adhere to the UNM-LA program procedures and requirements in order to participate in this and future semesters.

# APPENDIX

## Useful Links

CIC WEBSITE: <http://losalamos.unm.edu/cic/>

BUSINESS APPLICATION: <https://forms.office.com/r/KvAFyfnjKg>

## Contact Information

Brittany Carpenter, CIC Coordinator

[brcarpenter@unm.edu](mailto:brcarpenter@unm.edu)

505-661-4682



## Community Internship Collaboration: Project Planning Outline

As a first step in the internship process, we suggest that interns and mentors sit down to create a project plan. While the program lasts for one semester and the students will put in approximately 60 hours during that time, the hours will likely pass relatively quickly. We want to ensure that both mentor and intern have given ample thought to the project they will complete, so that they are both clear on what the students will accomplish during the program and what they are expected to learn from it.

As a starting point, mentors and interns should discuss the following questions, writing in answers so that you both can refer back to them.

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1. How would the mentor describe the project and in what ways can the intern add value?

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2. What are the concrete goals of the project?

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3. What is the timeframe for the project, and are there specific milestones? You can map out the available weeks if you'd like, adding in various tasks and milestones.

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4. What are the deliverables that the intern will produce? (ex: operations manual, blog, report, marketing materials, tax returns etc.) As part of the program, students will also be asked to prepare a presentation about their internship experience and deliver it to UNM-LA faculty and staff, program organizers, business mentors, and the general public.

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5. What does the mentor expect the intern will learn from this experience? What does the student wish to learn?

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# Community Internship Collaboration Mentor Agreement Form – Fall 2023

Name of Business: \_\_\_\_\_

Mentor Name (Student's Direct Supervisor): \_\_\_\_\_

Mentor Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Projected Hours: \_\_\_\_\_ 60 hours \_\_\_\_\_

If matched with a student intern, I agree to:

- Complete Project Planning Worksheet with my student intern
- Meet weekly with my student intern and set the following week's goals
- Communicate with my student intern and CIC coordinator as needed
- Complete mentor survey at end of internship
- Provide written and/or verbal testimonials and, if I am comfortable, participate in interviews, podcasts, or videos

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

## **CIC BUSINESS MENTOR TIME CLOCK PLUS (TCP) PROCEDURES**

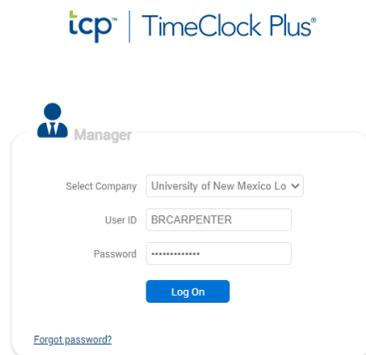
### Time Clock Plus

As a CIC business mentor, you will be approving your intern's work hours via UNM-LA's time keeping system, Time Clock Plus (TCP). This is the same system that all UNM-LA employees use to clock in and out of work. This will not only allow for better time-keeping records, but also help prepare students for the professional world where, they will most likely have to clock in and out.

This also allows you to approve their time according to your availability or if they are working remotely. If you do not believe that the time they've submitted is accurate or does not match with the work that they're getting done, please speak with the CIC Coordinator as soon as possible.

### LOGGING IN THE FIRST TIME

Using the link sent to your email address, pull up the website for Time Clock Plus (TCP). Do not use the TCP app on your phone. You may use your phone, laptop, or desktop to pull up the website. Enter your USER ID and Password (provided by the CIC coordinator). Next click in the blue "Log On" button.



tcp | TimeClock Plus

Manager

Select Company University of New Mexico Lo

User ID BRCARPENTER

Password .....

Log On

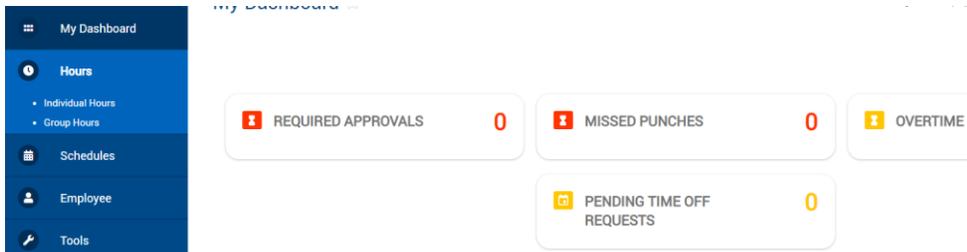
[Forgot password?](#)

### CHANGING YOUR PASSWORD

The first time you log on you must go to the top right of the screen of your dashboard and click on the down arrow next to your name and click on "My Options". Click on "Password" where you will enter a new password and click "Update". Please remember your password because we have no access to it.

### APPROVING YOUR INTERN'S TIME ENTRIES

After entering your User ID and password, the Dashboard will come up as your main screen. From the menu on the left-hand side, click on "Hours" and then "Individual Hours".



You will see your interns name and hours come up. You will be able to see their clock-in and clock-out times for the week. If you agree, with the hours, you simply need to approve them by clicking on the box next to the hours. There will be two columns of boxes. Your column is under the “M” and it will turn blue once you’ve checked it. Interns should have already confirmed their hours and if that’s the case, the box under the “E” column will already be checked and turned blue. **Click “APPLY CHANGES” to save.** Please approve their hours only after their boxes are checked indicating that they’ve verified their hours.

The screenshot shows the hours page for Albert Einstein (ID: 555501) for the period 10/1/2022 to 10/14/2022. A table lists four records of hours. Callouts include: 'Don't forget to click here to approve hours before' pointing to the 'Apply Changes' button, and 'This is your column to' pointing to the 'M' column in the table.

Select	E	M	Notes	Edited	Time In	Time Out	Hours	Shift Total	Week Total	Job Code
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Y	10/5/2022 11:44 AM	10/5/2022 12:00 PM	0:16	0:00		24 - Student Intern
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>			10/6/2022 08:37 AM	10/6/2022 11:19 AM	2:42	0:00	0:00	24 - Student Intern
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>			10/10/2022 08:29 AM	10/10/2022 11:51 AM	3:22	0:00		24 - Student Intern
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			10/10/2022 11:52 AM	10/10/2022 02:28 PM	2:36	0:00	0:00	24 - Student Intern

If your business has more than one intern, you can also choose “Employees” from the menu on the left-hand side of the screen. By clicking on “Employee Profiles” you will see all of your interns come up and then click on the individual’s name to approve their time.

We ask that you please try to approve their weekly time on Friday afternoons, unless they’ll be working on the weekends, in which case you can approve time on Mondays.

**IF INTERN FORGETS TO CLOCK IN OR OUT:**

Interns have been told that if they miss a clock in or out or need to make a correction, they must notify the CIC Coordinator with a written request that they fix the mistake. If that occurs, the CIC Coordinator will make a note and that will be visible by clicking on the “notes” icon next to the entry.

## Strategies for Success with Interns

Adapted from *Career Internship Network: A Program of the Youth Development Institute*  
<https://careerintern.ydinstitute.org>

### **You the Mentor—A Delicate Balance**

As a mentor you have an opportunity to significantly affect the lives of young people by sharing yourself, and by guiding and supporting their commitment. This can be an immensely rewarding experience. With this comes the responsibility of clearly setting boundaries.

Interns are often unaware of proper office behavior and expectations that are not made explicit—and so they take their cues directly from you. It's vital to set a welcoming tone while simultaneously clearly drawing a distinction between your two roles. Remain clear, consistent, and “the boss” while enjoying the friendship that can evolve in a mentor-intern relationship.

Likewise, the rules and policies regarding appropriate behavior toward any staff member apply to interns too. It is up to all of us—entrusted with the lives of these students—to provide a safe physical and emotional environment in which they can thrive.

### **Guidelines to Successful Experiences**

It's easy to forget that so much is unfamiliar to most of these young adults. By and large most have never been in a professional workplace. This internship is likely the first time they are surrounded almost entirely by adults who are working—as opposed to their peers at school or family. In the beginning most of them are anxious, although you might not be able to detect it because of their honest enthusiasm or seeming confidence. With your help, guidance, and feedback, interns will gain skills and confidence at an astounding rate.

### **Strategies for Success**

- Explain your role as a supervisor and your expectations of your intern the very first day. Basic office etiquette and communication skills obvious to us are not obvious to interns. Be extremely explicit when explaining tasks and expectations, especially in the beginning of your relationship.
- Clarify “implicit” workplace rules (dress code, how much time for break, what to do if ill, personal phone calls/use of computer, what to do when task at hand has been completed, who to speak to when you're out of the office)
- Work together to outline opportunities for your intern to contribute to and shape your work and relationship. Assign meaningful, challenging, and varied work, which is crucial to interns' sense of pride and ownership. Emphasize responsibility and accountability. Interns will take more pride in their work and get more out of their time with you if they feel personally attached to what they are doing, whether working individually or with others.

- Provide clear instructions for tasks, describing them in the order in which they should occur
- Explain how the assigned work, regardless of the task, relates to the “big” picture of what is needed and/or others are doing
- Encourage questions (interns can be shy, especially when they perceive that you are working)
- Continually tell interns how they’re doing. Unlike teachers in school, mentors do not “grade” interns’ work. Your verbal feedback, whether positive recognition or constructive criticism, is their only barometer for how they are doing. If there is a problem, try to construct a solution together so that it becomes part of the process toward accomplishment, rather than their personal failure.
- Routinely give positive reinforcement for successful work. Tell them what a great help they are, why it’s important, and how it fits in; what a change you see in the quality of their work, etc. Don’t forget how unsure they are, even if they don’t look it. And we all need to know we are important.
- Share from your own career experience, and show a personal interest in the intern as an individual. Reassure the intern that you are there for her or him throughout the internship and beyond

### **Accountability—Intern Requirements**

Always be clear that interns must meet all their requirements. It’s crucial to resist giving interns the flexibility you might grant older, more experienced staff. While they may look like adults, they are still green to the workplace. It’s essential they first learn and abide by all the rules before earning privileges. This is as crucial an element in the internship as the specific skills and content information they learn because it applies to any and all situations in their future.

- Interns must always be on time, and fulfill their time requirement with you, coming on a regular, mutually established schedule.
- Please contact us immediately if there are problems with lateness, not calling, absences, or any other issues. It’s best to immediately address what may at the moment seem like small incidences to prevent any from becoming a true problem.

### **A Home of Their Own**

As students juggle school, work, and family situations, it’s important to create a stable and consistent work environment. Prior to their internship, have space, equipment (phones, computer terminals, etc.), and any other necessary items ready.

### **Joining the Department Family**

Introduce your intern to people within your organization. Help students feel welcomed and included. Whenever possible, try to include interns in meetings, visits to other departments, the library, or other daily routines that will be new to them, even if they seem mundane to you. You will be amazed at how fascinated interns are in those endless meetings you might dread.

### **Create a Road Map Together**

Interns thrive when they get a sense from the beginning of the “big picture” and have some input about their work, while simultaneously getting a sense of what they might do over the course of the program. Interns are with you to do productive work, and to do it well, not simply to observe the workplace or do menial tasks.

The first day, sit down together and construct an initial work plan for the entire internship. Include the intern in the process. Explain that this initial work plan will likely change, but for the moment this is the vision you two are developing. Set high expectations and specific deadlines; interns consistently rise to the occasion.

Encourage your intern to ask questions and have her or him summarize the end goal to ensure you are both on the same page!

### **Faster Than the Speed of Light**

Interns virtually always work faster than you think! Likewise, they quickly pick up or already have skills that will likely surprise you. Always have additional projects for times when your intern completes tasks ahead of schedule.

### **When You Are Out**

Nothing disconcerts and discourages interns more than arriving to unexpectedly find you out of the office without clear instructions of what to do. Please have a clear plan for your intern if you will be in a meeting or out of the office, and to whom she or he should report.

### **Share Yourself**

Share your own professional experiences with the intern, even if they don't relate directly to her/his project. These “insights” are some of the most valuable parts of their experience.

### **Learning Curve—Your Time**

As a point of reference for those who are new to mentoring, the “start-up” time in orienting and training someone of any age is always greatest at the front end. After this initial period the intern will become more independent and need less of your attention while producing useful work.

## **Mentor Keys to Success...**

- ✓ Have high expectations.
- ✓ Give positive feedback when the intern handles a situation or task well. Provide ways to address and correct mistakes.
- ✓ Give your intern a voice and choice in deciding on activities.
- ✓ Be consistent and dependable throughout your relationship.
- ✓ Help the intern feel like a part of the workplace. Involve the intern in deciding the nature of the work.
- ✓ Encourage the intern to ask questions, reminding them that there are no stupid questions.
- ✓ Listen. Be sensitive and responsive to intern's cues. Understand that young people vary in styles of communicating and habits of disclosure. Let the intern know she or he can talk to you without fear of judgment
- ✓ Pull the intern aside to discuss a problem; do not discuss it in front of other people