Sarah E Goode STEM Academy Internships

Internships@IBM: Summer 2017

Program Manager, Education
Corporate Citizenship & Corporate Affairs (CC&CA)

Business Programs Manager
Technical Sales
Agenda

- P-TECH Overview
- Internship Program Overview and Manager Actions
- Program Structure
- Supervision and Support
- Evaluation
- Q&A
What is P-TECH?

- P-TECH is an innovative grade 9-14 school model. Sarah E Goode STEM Academy, Chicago’s P-TECH school, currently has students in grades 9-13 of the six-year program. Students attending Goode are studying towards an Associate in Applied Science from Daley College, a City College of Chicago.

- Along with an integrated sequence of workplace learning opportunities that culminate to make graduates “first in line” for jobs at IBM. [https://www.ibm.com/thought-leadership/ptech/](https://www.ibm.com/thought-leadership/ptech/)


- For more information, visit [www.ptech.org](http://www.ptech.org)
Reinventing high school through STEM education
IBM’s P-TECH model expanding globally:

- 2011: 1 school (Brooklyn)
- 2012: 6 schools (Brooklyn, Chicago)
- 2013: 8 schools (NY, Chicago)
- 2014: 27 schools (NY, CT, Chicago)
- 2015: 40 schools (NY, CT, Chicago)
- 2016: 60+ schools (NY, CT, RI, CO, Chicago, Australia)
- 2017: 80+ schools (NY, CT, RI, CO, MD, Chicago, Australia, Morocco)

www.ptech.org
The Students

- P-TECH interns have completed at least three years (traditional junior year) of their school program, pursuing **AAS degrees** in either [Web Development](#) or [Networking Systems and Technology](#). Most students are 17-18 years old. Students are eligible for internships based on two factors:
  - Successful completion of at least **12 hours of college coursework in an IT pathway at Richard J. Daley College**
  - At least **2.5 college/high school GPA and > 90% attendance**
<table>
<thead>
<tr>
<th>Month</th>
<th>IBM Internship Program Overview and Manager Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>September</td>
<td>1. Gather feedback about the summer to share with P-TECH Liaison</td>
</tr>
<tr>
<td></td>
<td>2. Meet with P-TECH Liaison to discuss experience/feedback</td>
</tr>
<tr>
<td>October</td>
<td>1. Send out recruitment note to other IBMers that might be interested in being summer internship managers</td>
</tr>
<tr>
<td>November</td>
<td>1. Ask any questions of P-TECH Liaison</td>
</tr>
<tr>
<td>December</td>
<td>1. Respond to P-TECH Liaison regarding interest in managing summer interns</td>
</tr>
<tr>
<td></td>
<td>2. Accept invite for information session</td>
</tr>
<tr>
<td>Month</td>
<td>IBM Internship Overview and Manager Actions</td>
</tr>
<tr>
<td>-------</td>
<td>------------------------------------------</td>
</tr>
</tbody>
</table>
| January | 1. Attend information session (webinar) for internship managers  
| | 2. Start brainstorming project(s) for interns  
| | 3. Start identifying where they will sit (Physically – What office? What desk?) |
| February | 1. Send P-TECH Liaison:  
<p>| | a. project descriptions b. laptop type/preference c. laptop storage d. work/office location |
| March | 1. Send any updates to project descriptions. |
| April | 1. Confer with IBM Liaison on high interest candidates. |
| May | 1. Interview potential interns and communicate hiring decision to IBM liaison. Liaison will work with your calendar/assistant to schedule interviews. |</p>
<table>
<thead>
<tr>
<th>Month</th>
<th>IBM Internship Overview and Manager Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>June</td>
<td>1. Attend Mandatory Manager Training</td>
</tr>
<tr>
<td></td>
<td>2. Accept calendar invite for Day 1/Onboarding</td>
</tr>
<tr>
<td>July</td>
<td>1. Attend Day 1/ Onboarding which may include:</td>
</tr>
<tr>
<td></td>
<td>- Introduction to Team members</td>
</tr>
<tr>
<td></td>
<td>- Overview of key projects</td>
</tr>
<tr>
<td></td>
<td>- Review work flow etiquette</td>
</tr>
<tr>
<td></td>
<td>2. Manage interns (ongoing)</td>
</tr>
<tr>
<td></td>
<td>3. Intern evaluations (ongoing)</td>
</tr>
<tr>
<td>August</td>
<td>1. Manage interns (ongoing)</td>
</tr>
<tr>
<td></td>
<td>2. Interns evaluations (ongoing)</td>
</tr>
<tr>
<td></td>
<td>3. Assist interns with final presentations to IBM team and Internship Expo</td>
</tr>
<tr>
<td></td>
<td>4. Attend Internship Expo</td>
</tr>
</tbody>
</table>
Internship Program Structure

• Schedule:
  – Duration: 7 weeks
  – Monday - Thursday, 9am- 5pm (32 hrs/wk maximum)
  – Every other Friday, students will participate in a professional development seminar with IBM mentors
  – Start date: July 10th; End date: August 24th

• Location:
  – 71 S Wacker Dr. (unless space provided by manager elsewhere)

• Supervision/Support:
  – Daily check-ins with interns at minimum
  – Weekly status update to Kateland
  – General Assembly: 1 free online course provided to all interns

• Evaluation:
  – All supervisors must complete a formal assessment of their intern(s) every 2 weeks
IBM is partnering with General Assembly to offer all P-TECH interns one online course to support their internship at no cost!

Courses take about 4-5 hrs/week and will serve to enhance interns’ technical skills.

Course Options *(choose 1 for your intern(s) and let Kateland know)*:

- HTML, CSS & Web Design
  - June 28th – September 6th
- JavaScript Development
  - June 29th – August 3rd
  - July 6th – August 10th
- Digital Marketing
  - June 29th – August 3rd
  - July 6th – August 10th
Internship Projects

• Every intern should contribute to a real, meaningful work project that is aligned to their skills and the needs of the business. While work assignments need not be technical, they should expose students to various aspects of your work in the technology industry.

• Work assignments may include:
  – Social media/Communications strategy
  – Team consulting projects
  – Client research and competitive analysis
  – Testing new applications/products/software
  – Designing and administering client surveys
  – Administrative support for events and projects
  – Coding and website (re)design
Project Timeline Example: Product Technology Engineering, IBM Systems

**Project Description:** Collect, format and analyze data on the computer chip production line. Determine the most effective format to house and analyze the data. Format the data and upload it into databases to help engineers develop analysis techniques to identify issues with computer chip manufacturing.

**Project profile with interns and manager:** Citizen IBM

**Week 1**
1. Introduction to all team members
2. Outline project goals and position within the team’s overall objectives
3. Provide an overview required all vocabulary, skills and tools
4. Establish workflow expectations

**Week 2**
1. Two formal meetings/week with interns to discuss progress, provide guidance and readjust tasks if needed
2. Daily check-ins
3. Formal performance evaluation to IBM liaison in week 3

**Week 3-4**
1. Two formal meetings/week
2. Daily check ins
3. Arrange opportunities for interns to meet IBM leadership

**Week 5-6**
1. Two Formal meetings
2. Assist interns with final internship expo presentation
3. Final performance evaluation

**Week 7**
1. Exit interview
2. Arrange for interns to present to team
3. Coach for internship expo
4. Attend internship expo if possible
Manager Actions

**Project Description:** Collect, format and analyze data on the computer chip production line. Determine the most effective format to house and analyze the data. Format the data and upload it into databases to help engineers develop analysis techniques to identify issues with computer chip manufacturing.

**Project profile with interns and manager:** Citizen IBM

### Week 1
1. Introduction to all team members
2. Outline project goals and position within the team’s overall objectives
3. Provide an overview required all vocabulary, skills and tools
4. Establish workflow expectations

### Weeks 2-3
1. Two formal meetings/week with interns to discuss progress, provide guidance and readjust tasks if needed
2. Daily check-ins
3. Formal performance evaluation to IBM liaison in week 3

### Weeks 4-5
1. Two formal meetings/week
2. Daily check-ins
3. Arrange opportunities for interns to meet IBM leadership

### Week 6
1. Two Formal meetings
2. Assist interns with final internship expo presentation
3. Final performance evaluation

### Week 7
1. Exit interview
2. Arrange for interns to present to team
3. Coach for internship expo

Attend internship expo if possible
Project Example: Business Development/Strategic Partnerships

Project Description:  
1. Review social media sources for storage offerings by IBM, Cisco, and other competitors and compare converged and hyper-converged infrastructure solutions.  
2. Compare vendors and the technology they offer.

Special Note: Immediate manager is on a business trip during the first week for the intern. Please assign 1-2 team Members to onboard and regularly meet with intern in week 1 and notify IBM liaison to pay special attention to intern.

Week 1  
1. Introduction to all team members  
2. Outline project goals and position within the team’s overall objectives  
3. Provide an overview required all vocabulary, skills and tools  
4. Establish workflow expectations  
5. Reach out to IBM liaison as needed for any issues, tools, or access required for the interns.

Week 2-3  
1. Two formal meetings/week with interns to discuss progress, provide guidance and readjust tasks if needed  
2. Daily check-ins  
3. Submit initial pulse check to IBM liaison in week 2  
4. Formal performance evaluation to IBM liaison in week 3

Week 4-5  
1. Two formal meetings/week  
2. Daily check ins  
3. Arrange opportunities for interns to meet IBM leadership  
4. Review initial draft of intern’s final presentation

Week 6  
1. Two Formal meetings  
2. Assist interns with final internship expo presentation  
3. Final performance evaluation to IBM

Week 7  
1. Exit interview  
2. Arrange for interns to present to team  
3. Coach for internship expo
Project Timeline Example: Business Development/Strategic Partnerships

**Project Description:** 1. Review social media sources for storage offerings by IBM, Cisco, and other competitors and compare converged and hyper-converged infrastructure solutions. 2. Compare vendors and the technology they offer.

**Special Note:** Immediate manager is on a business trip during the first week for the intern. Please assign 1-2 team Members to onboard and regularly meet with intern in week 1 and notify IBM liaison to pay special attention to intern.

### Week 1
1. Introduction to all team members
2. Outline project goals and position within the team’s overall objectives
3. Provide an overview required all vocabulary, skills and tools
4. Establish workflow expectations
5. Reach out to IBM liaison as needed for any issues, tools, or access required for the interns.

### Weeks 2-3
1. Two formal meetings/week with interns to discuss progress, provide guidance and readjust tasks if needed
2. Daily check-ins
3. Submit initial pulse check to IBM liaison in week 2
4. Formal performance evaluation to IBM liaison in week 3

### Weeks 4-5
1. Two formal meetings/week
2. Daily check-ins
3. Arrange opportunities for interns to meet IBM leadership
4. Review initial draft of intern’s final presentation

### Week 6
1. Two Formal meetings
2. Assist interns with final internship expo presentation
3. Final performance evaluation to IBM

### Week 7
1. Exit interview
2. Attend internship expo if possible
3. Coach for internship expo

**Manager Actions**
Before the Internship

✓ Identify project and resources/supports needed
✓ Any pre-work?
✓ Identify preferred General Assembly Course (if applicable)
✓ Prepare welcome email for intern(s)
  – Project Overview/Department Description
  – How they can reach supervisor
  – Weekly check-in
  – Other meetings
  – What to do if you have a question
  – Plans to meet
The First Day: July 10

- Location: 71 S Wacker Drive, 6th Floor Chicago Room
- Time: 9 AM – 5 PM
- Led by HR and CC&CA
- Agenda:
  - Welcome/Introductions
  - New Hire Paperwork
  - Computer Set-up
  - Badge Distribution
  - Lunch Provided: 12 – 1PM; please join us if you’re available to meet your intern(s)!
  - Tour of 71 S Wacker Drive
  - Session: Succeeding at IBM
The First Days

Orientation to IBM
- A tour of the workplace
- Company goals and purposes
- An introduction to the supervisor and co-workers
- Company rules and procedures
- Any safety and compliance issues/procedures at your worksite

What do your interns need to know the first day?
- Who is the designated supervisor or point of contact for interns?
- What should they expect/what is expected of them in terms of communication with supervisor?
- Key project benchmarks and expectations for success
- Location: Where will interns work? Where is their desk?
- Facilities: Where is the bathroom, break room, a place to keep lunch?
- Are there any areas that are off limits?
Below are suggested questions and topics of conversation that will help interns learn about your department, understand their role in the organization, meet your expectations, and transfer what they learn during their internship to future jobs.

- What are your daily tasks and weekly deliverables?
- How do you communicate with your supervisor/colleagues if you have a question or are facing a challenge?
- Describe your responsibilities as a team member.
- How does the company communicate internal information?
- Describe appropriate telephone/conference call etiquette
- Explain the importance of your current assignment to the company.
- Explain the importance of the department or area where you work as it relates to other parts of the company.
- What is the history of the company/department/product (briefly)?
Learn about your Interns

What do you need to know about your interns?

• Their skills and interests
• Their school work: All students are tasked with developing their professional portfolio. If there are activities that would be useful to you and showcase their skills, please communicate those opportunities to your student.
• Work style: Does your intern work better independently or as part of a team? Is s/he shy or outgoing? Take time to get to know the young person who will be working with you for the summer on a personal level.
During the Internship: Coaching Interns for Success

• For most students, this is their first job.
• In order to move them into productive work as quickly as possible, it is often helpful to write out assignments (electronically is fine), so students can refer back to instructions that are written down.
• To help interns take ownership of their own learning and tasks during the internship, it is often helpful to give explicit due dates and provide regular feedback on their work.
  – Are they making progress towards task completion?
  – Are they working too hard, or not hard enough? Are they working “smart”? 
  – Based on your feedback, they should be able to start self-monitoring
  – Mistakes are how we learn to improve
    • If a student makes an honest mistake, make sure they understand the mistake, and help them find a way to avoid repeating the mistake as they return to the task.
During: Coaching Interns for Success

• Working with young people in their first professional jobs....
• Interns are best able to succeed at work when they have:
  – Clearly-defined goals
  – Timely, specific feedback
  – Appropriately challenging tasks based on their skills
• Helping your interns find balance in these three areas supports them in learning to maintain focus on the task at hand, and encourages them to work hard by finding pleasure in the task.
Supervision and Support

• Students need daily supervision from professionals, and there will be various layers of support to enable this.

• Program Manager will provide on-site support at 71 S Wacker 4 days/week

• Professional Development seminars for interns on Fridays every 2 weeks
# Roles and Responsibilities

<table>
<thead>
<tr>
<th>IBM Supervisor</th>
<th>P-TECH Liaison</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oversees intern’s work and reviews the final product. The supervisor will have a daily check-in call or in-person meeting (30 minutes) with their intern(s).</td>
<td>Will check in with students and supervisors once a week at the worksite. For remote/virtual supervisors, P-TECH Coordinator will contact by phone.</td>
</tr>
<tr>
<td><strong>IBM ACTION:</strong> Please send a daily calendar invite to your intern. Be clear about the agenda and expectations on each call.</td>
<td><strong>IBM ACTION:</strong> Please set up time to meet as needed. For the program to be successful, we need regular and ongoing insight into how students are performing.</td>
</tr>
</tbody>
</table>
Evaluation

• Evaluation is an essential component of the internship experience.
• All supervisors will complete a formal assessment of the intern(s) based on the categories below. See evaluation rubric for full descriptions.
• **Electronic evaluation forms should be completed by July 20th, August 3rd, August 17th** to be reviewed by interns at their Friday seminars on 7/21, 8/4, and 8/18.
Evaluation – Workplace Learning Skills

• Interns are taught the following Workplace Learning Skills throughout the school year and will be bringing this knowledge to the internship.

• We encourage our intern supervisors to incorporate these skills into the student evaluations.
Intern Evaluation

1. Two week Pulse Checks (5 short questions) 10 minutes
2. Mid-point Formal Evaluation 20 minutes
3. Final Formal Evaluation 30 minutes

Essential Professional Skills:
- Collaboration
- Communication
- Analytical Thinking
- Self Management
- Motivation
- Leadership
- Responsibility
<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Program Manager, Education, IBM, CC&amp;CA</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Manager, Education, IBM, CC&amp;CA</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Technical Sales Support, IBM Mentor</td>
<td></td>
</tr>
</tbody>
</table>
Thank You!

Q&A