95%
40%
67%
6%
What Determines International Internship SATISFACTION & EFFECTIVENESS?

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• The Study
• Implications for Intern Stakeholders
• Recommendations for Best Practices
Are you in one of the stakeholder categories identified?

a. Intern or intern wanna-be
b. Intern employer
c. University stakeholder: career office/center, academic advisor, faculty, administrator...
d. Other
The Study

- 2014-2016
- Participants:
  - 32 (globally based) interns & supervisors
  - 7 university stakeholders
- Online surveys & follow up interviews
RESEARCH QUESTION:
What determines internship satisfaction?
Interns were asked about...

• Satisfaction levels for
  • developing skills (global competencies, communication)
  • gaining knowledge in field of interest
  • engaging in meaningful work
  • developing professional network
  • having the ability to apply classroom learning
  • training
  • supervision and mentorship
  • frequency and quality of feedback
  • overall value and satisfaction of internship
• Fulfillment of internship expectations
• Usefulness of internship in relation to career interests
Supervisors were asked about satisfaction in...

- Intern preparedness for the internship (knowledge, skills, and attitudes)
- Intern ability to receive feedback and make necessary corrections
- Quality of intern performance
- Intern contribution to organization
- Value of the intern program
- Interaction with university liaison
University Stakeholders

Based on your role:

- What determines a satisfactory internship for both students and the university?
- What can the university do better to prepare students for international internships?
- What challenges did you face coordinating with and communicating with site supervisors?
Bottom Line Discovery:

There is a direct correlation between internship effectiveness and internship satisfaction.
So...

The question is NOT
What Determines Internship Satisfaction?
but ...

*What Makes Internships Effective?*
3
Significant Stakeholders Determine Internship Effectiveness
The Intern
The Intern Employer/Supervisor
The University
Factors determining positive outcome as defined and ranked by INTERNS

OPPORTUNITIES FOR:
1. Global competencies development
2. Soft skill development
3. Application of studies (including language)
4. Comm & mentorship with supervisor
5. Meaningful work
6. Feedback
7. Building connections
Factors determining positive outcomes for Intern SUPERVISORS

- Intern preparedness: (language, cultural)
- Intern dedication and effort (10-15 hrs wk)
- Being respectful of rules
- Trying to understand how organization works
- Help organization improve something
- Defined intern project & can work independently
- Relationship with university liaison(s)
Factors determining positive outcomes for UNIVERSITY STAKEHOLDERS

“Students know what direction they want to go.”
“Students & supervisor meet (via skype) before arrival.”
“Clearly defined project & evaluation measures”
“Accessibility of supervisor”
“Willingness of student to devote time”
3 P’s to Effective Int’l Internships...
Start with the University

Program Development

knowledge → performance
skill ← Best
potential → Practice
experience / development
vision / ethic

Promotion

Preparedness
Program Development

- intern objectives
- projects
- daily responsibilities
- orientation/training
- supervisory role
- feedback & evaluation
- policies/expectations
- liaison system
- exit strategies
Guiding Questions

• Why do you want or need an intern?
• How could you best utilize an intern?
• What short and long term projects will the intern participate in or be responsible for?
• What will the intern’s daily responsibilities be?
• What qualifications are needed to fulfill the project and responsibilities?
• How will a hiring decision be made (resume review? Interview? Pre-selected?)
• Who will provide an orientation and training for the intern? What will be included?
• Who will supervise the intern? (This should be someone who has the time, resources, and personality to manage a college intern, provide mentorship, and offer frequent feedback.)
• What criteria will be used to evaluate the intern and give feedback? How and when will feedback be given to the intern?
• Who will serve as the liaison to the university?
• What happens if the internship does not work or is not a good fit?
Promotion
Target: Students & Organizations

- University Liaison provide assistance in writing Internship Job Descriptions

- Sell the organization
- Sell the Internship
- Highlight requirements
Effective Promotion
leads to Internship Satisfaction and Effectiveness

BEFORE:
The City of Angers is looking for a university intern. The student filling this position will handle a wide range of important duties.”

AFTER:
• The City of Angers is seeking a qualified intern who will
• - assist with the logistics of an international summit of global leaders to discuss socio-economic issues
• - assist with a middle school festival to provide diversity and cultural richness by making a presentation (in English) about American culture
• - welcome int’l high school groups to City Hall
• - assist with the translation of Angers welcome guide from French to English
• - attend weekly meetings with various city departments
• Qualifications: Intermediate fluency in French, good presentation skills, Motivated and professional.
What’s the difference?
4 Keys to Preparedness

1. University-sponsored pre-intern program
   - self-assessment and goal setting
   - resume & cover letter design, video resume (duo-lingo)
   - components of cultural competencies (seminar)
     • language • geography (regions, mountains, cities) • religion • gov’t • arts • social law • currency • recent headlines • world issues impacting regions • concept of time, • proxemics • body language • dress • business etiquette • differences in how business is done
2. Expectations of intern ... expect to
• feel confused
• feel lonely
• feel your employer is insensitive
• that rules will drive you cray-cray
• meet amazing people
• miss it when you come home...
Keys to Preparedness

3. Translate value of experience on resume interviews

4. Interactive discussion board before during after
It takes all 3 stakeholders to ensure an effective and satisfactory internship.
Outcomes

• “Enhanced my professional French speaking skills.”
• “Enhanced by confidence.”
• “I acquired a profound sense of understanding and appreciation for foreign cultures. In particular, I learned ways others cultures work in a professional setting, how they interact socially (outside of work), employees’ mindset and goals...”
• Enhanced my view as a global citizen, way beyond my Global Studies major!”
• Demonstrated my flexibility and ability to integrate with communities abroad.”
• Gained a better understanding of American culture.”
• “Makes me more marketable to future employers because international marketing is not always intuitive.”
• “Helped me acquire the Fullbright.”
Thank you and now ....

WHAT QUESTIONS ARE YOU ASKING?

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