

Supervisor's Handbook

State of Vermont Internships

Effective 08/14/2014

This Supervisor’s Handbook is provided as a source of policy, recommendations and resources for internships. Your department or agency may have department/agency specific resources and tools available. It is recommended that you verify with your HR Administrator what documentation is required for personnel record retention. The tools contained in this handbook are provided with the intent to assist in conducting an internship that is meaningful and beneficial to both the intern and the department or agency hosting the internship opportunity.

Table of Contents

Policy: Number 6.7 – INTERNSHIPS

Developing an Internship Proposal Instructions

EXAMPLES of Past Internships

Internship Proposal Development Form

Considerations for Hosting an Intern

Posting Your Internship in VTHR (TO BE CREATED)

Internship Agreement

SAMPLE Offer Letters- Paid & Unpaid

Intern Handbook

SAMPLE Orientation Checklist

SAMPLE Work Plan Template

SAMPLE Supervisor Evaluation of Intern

SAMPLE Intern Feedback

Number 6.7 - INTERNSHIPS

Effective Date: May 15, 2002

Applicable To: Executive Branch of the State of Vermont.

Issued By: Department of Personnel

Approved By: Kathleen C. Hoyt, Secretary of Administration

PURPOSE AND POLICY STATEMENT

This policy establishes guiding principles regarding internship practices and procedures within Vermont State government. The purpose of the internship program is to promote careers in State government by providing students with an opportunity to use their skills and knowledge in a practical setting for academic credit and professional experience and to showcase the career opportunities available in State government.

DEFINING AN INTERNSHIP PROJECT

Internships are short-term, part-time and, frequently, unpaid arrangements. Specific projects producing specific products are more suitable for internships than more generalized work. Work plans defining the scope of the project, the time frame, the internship goals and objectives and the knowledge, skills and abilities needed to do the work should be developed prior to posting the internship opportunity on the bulletin board posted on the Department of Personnel's web address. There is a section called the Academic Bulletin Board, which lists all the colleges and universities in Vermont and the individual departments and contact persons who are interested in internship opportunities for their students.

FINANCIAL ARRANGEMENTS

Most academic internships are unpaid. If you have the resources and wish to compensate an intern, temporary employment can be arranged using a "Request for Temporary Position" which can be found in the "Forms" section on the Virtual Library on the Department of Personnel's home page. All paid interns are to be coded as Pay Grade 05 and can be paid at any step level on the pay grade 05 scale usually based on experience. For more detailed information about other types of procedures regarding internships, please visit the Internship page on the Department of Personnel's website.

WORK PLANS

The key participants in an academic internship arrangement are the student, the State government supervisor and the educational institution. Internship expectations should be well understood by all participants and a written work plan or contract is generally created describing the goals, activities, outcomes, evaluation processes and the time frame. Initial contact with the educational institutional student advisor is helpful as well as throughout the internship period.

EVALUATION

The student or the institution will generally provide internship evaluation forms to the supervisor if they require it as part of their internship program. Schools expect thoughtful evaluations to be submitted for timely filing of grades.

Developing an Internship Proposal Instructions

The following information is meant to help State organizations understand the purpose of the State of Vermont Internships and aid intern supervisors in developing successful internships.

STATEMENT OF PURPOSE

State of Vermont Internships provide eligible participants the opportunity to experience the value of employment with the State of Vermont, while gaining on-the-job training that integrates education, career development and public service.

CRITERIA for Internship Proposals

- Realistic timeline that allows for completion of established objectives by the end of the internship period
- On-site supervision of intern by a specific employee
- Reasoning and justification for internship request
- Confirmation that the internship position is not being used to fill-in for RIF employees
- Development of position description

INSTRUCTIONS for Completing the Internship Proposal Form

This proposal form is not a required form by DHR to post internship opportunities in VTHR. This form can be utilized to assist in planning and developing internships. Internships are approved or denied by the associated approving authority through the approval process within the VTHR system. Internships are posted in VTHR by creating a new job opening. Please refer to the "Posting Internships" desk aid for further instructions.

ADDITIONAL CONSIDERATIONS

It is strongly suggested that you include the following information in the development of internships and as part of your internship posting:

Title of Internship Position: Create a short, interesting and descriptive title for the position you are submitting. Remember, the title "Summer Intern" does not tell a potential applicant anything about the nature of the position.

Start Date/End Date: Please give your best estimate of these dates. Note that most schools operate on a semester basis as follows:

Fall: September through mid-December

Spring: January through early May

Summer: June through mid-August

Estimated Hours per Week: Please give your best estimate of the hours required per week. Please note if unusual work hours are required. Note that, to receive academic credit, most schools require students complete between 90-120 internship hours per semester.

Office Location: Include where the project will be conducted. Please note any unusual work environments.

Daily Intern Supervisor: Include the name and contact information including the e-mail address of the person who will be supervising the intern on a daily basis.

Examples of Past Internships

Information Technology Specialist Intern

General Information & Overview

This internship position, Information Technology Specialist Intern, is an internship opportunity for the summer 2014 semester. The Department for Children and Families (DCF) seeks an intern for their Information Systems division. The Information Technology Specialist Intern will assist with the documentation and research assistance of virtual communication tools and potential cost savings and enhancements on how DCF staff work with and support each other, their partners, and Vermonters.

Major Tasks to be Performed: Under the guidance of the IT Manager and in collaboration with an on-site IT Tech Specialist the Information Technology Specialist Intern will obtain an understanding of approved virtual communication tools, understand and document DCF staff's current use and what challenges and success they are having. This internship involves first (1st) level research, education, and training of virtual communication tools.

*Please note: Some travel to DCF Field offices with the IT Manager or IT Tech Specialist is required. Use of personal vehicle is not required.

Qualifications: Knowledge of computer and telecommunications capabilities, procedures, requirements, systems analysis and design practices and procedures. Able to identify and analyze IT needs, and recommend solutions.

State Department/Agency: Department for Children and Families

Location: Essex Jct., VT

Length of Internship: May/June-August 2014

Estimated Hours Per Week: 30-40 hours per week

Compensation: Paid

Payment Reform Policy Intern

General Information & Overview

This internship position, Payment Reform Policy Intern, is an internship opportunity for the summer 2014 semester. The Department of Vermont Health Access seeks an intern for their Vermont Health Care Innovation Project. The Payment Reform Policy Intern will support existing project staff on all projects related to the Vermont State Innovation Model Grant and the Vermont Health Care Innovation Project (VHCIP) with a keen focus on payment reform models being tested in the state.

Major Tasks to be Performed: Data collection, analysis and synthesis; policy research and analysis; drafting of reports, briefs, white papers and other policy decision making tools. Provide general support of staff and multi-stakeholder work groups under the VHCIP governance structure, including attending and observing meetings, preparation of meeting materials, and follow up tasks.

*Please note: Use of personal vehicle may be necessary to attend meetings in Montpelier, VT.

Qualifications: Graduate level student in public health, public policy, or public administration is preferred. Graduate level students from other disciplines and undergraduate candidates are also encouraged to apply.

State Department/Agency: Department of Vermont Health Access

Location: Williston, VT

Length of Internship: May 2014-August 2014 (negotiable)

Estimated Hours Per Week: 10-15 hours per week

Compensation: Unpaid

Internship Proposal Development Form

State organizations interested in hosting an intern should utilize this form to plan and develop a proposed internship.

Date:		Name and title of Individual Completing Form:	
Agency:	Department:	Division:	
Site Intern Supervisor Name:		Site Intern Supervisor Title:	
Site Intern Supervisor Phone:	Site Intern Supervisor Fax:	Site Intern Supervisor E-Mail	
Site Intern Supervisor Mailing Address:		Internship Location:	

Position Description: The following information can be used to create a position description that will be posted in VTHR. Be as concise and specific as possible. Students will apply for internships based on this information.

Title of Internship Position (created by individual completing form):		
Expected Start Date:	Expected End Date:	Estimated Hours per Week:
1. Position Objective:		
2. Why is an intern needed?		
3. Major Tasks to be Performed:		
4. Minimum Qualifications:		
5. Final Product or Anticipated Outcomes:		

Position Info: Has your division RIFd any State Employees in the past 12-36 months? No Yes
If so, please provide position title(s), employee name(s) and date(s) of RIF:

Will the intern be performing duties similar to those required by a position eliminated by a RIF? No
 Yes

If so, please explain:

Compensation: Will the intern be **unpaid** or **paid**? *If you are unsure, please leave section blank.*

Unpaid Paid per Personnel Policy Number, 6.7 Internships

Resources available to intern: (e.g. office, computer):

Travel Required: No Yes

If so, how often? _____ Where? _____

Will intern be required to use personal vehicle? _____

Supervision: Describe how supervision will be provided to intern and how frequently.

Additional Comments:

Considerations for Hosting an Intern

Be clear and positive when talking with your interns about what they can expect during their internship. If the job will require stuffing some envelopes, then make that clear. If you tell the intern they will be researching a project and they spend 90% of their time filing papers, then bad feelings will develop. Clarity will ensure that everyone is on the same page and will give your interns a sense of importance and respect.

Orient your intern to his or her new workplace. This might take the form of a conventional orientation program or a walk around the office. Give interns an overview of your organization; hand out information about the agency's history, vision and services. Explain who does what and the responsibilities for which the intern will be responsible. Introduce him or her to co-workers and point out the kitchen, bathroom, and other important landmarks.

Give your intern the resources he or she needs to do the job. If you want to get a job done, you need to supply the intern with the tools to do the job. That may sound obvious, but you'd be surprised at how many organizations stick their interns out in the hallway or transfer them from desk to desk. In doing so, you send the message that interns aren't important. Give the intern a desk, point out the supply room, and introduce the tech support people. If you don't include them and let them know that their voice is important, you could miss out on valuable contributions to your projects.

Include your intern in the daily life of the workplace. Is there a staff meeting that they can attend? Can they quietly tag along to that next project meeting? Headed to lunch with a couple of people in the office? If you provide a little more perspective on the intern's work, the product will be much better.

Give interns real work! It can't be said too many times that interns want to work and learn.

When you assign work, give a detailed explanation. While the assignment may seem simple and obvious to you, it may not be obvious to someone who's never done it before. Patience and a few extra minutes at the beginning will pay off later when your intern can produce good work independently.

Keep an eye on the intern. This doesn't mean watch their every move, but do make sure you know what's happening with their daily tasks. Watch for signs the intern is confused or bored. As often as silence means that an intern is busy, it also could mean that he or she is confused and not telling you so. It's easy to be shy in a workplace full of unfamiliar people who all know each other. Also, make sure work is taking precedence over web browsing. Paying attention early helps you head off problems and bad habits before they escalate.

Give the intern lots of feedback! If your interns have never done this kind of work before, they'll want to know if their work is measuring up to your expectations. They need you, as a more experienced worker, to let them know if their work is officially "okay". Periodically, examine what your intern has produced and make suggestions. If your intern makes an oversight, just pull him or her aside and explain how the situation should be handled in the future.

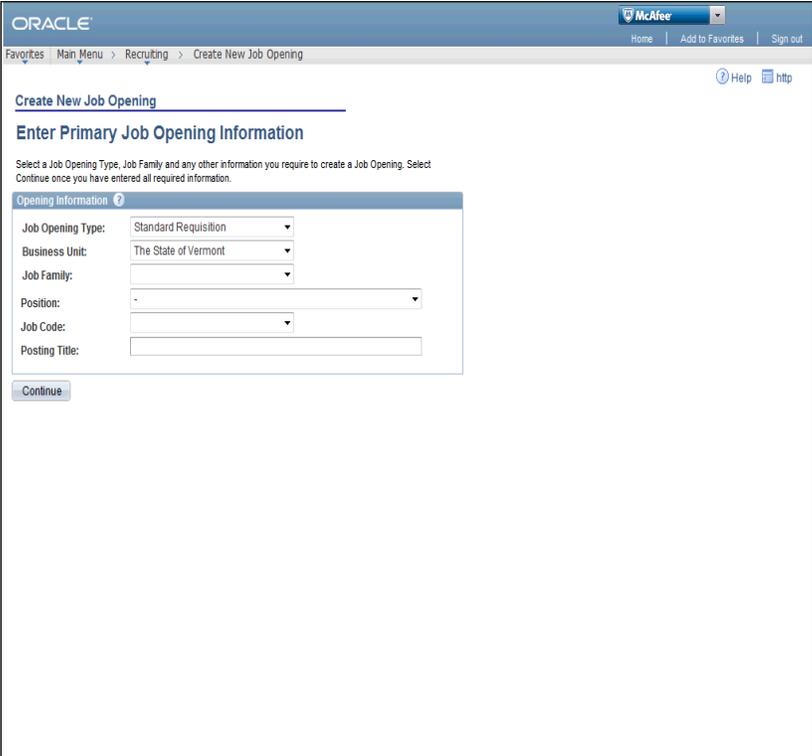
Evaluate the intern's progress every now and then. A few weeks after the internship begins, you should determine how well you and your intern are meeting the position objectives. Your process may be as formal as written evaluations every three weeks or as informal as an occasional lunch or coffee break with the intern.

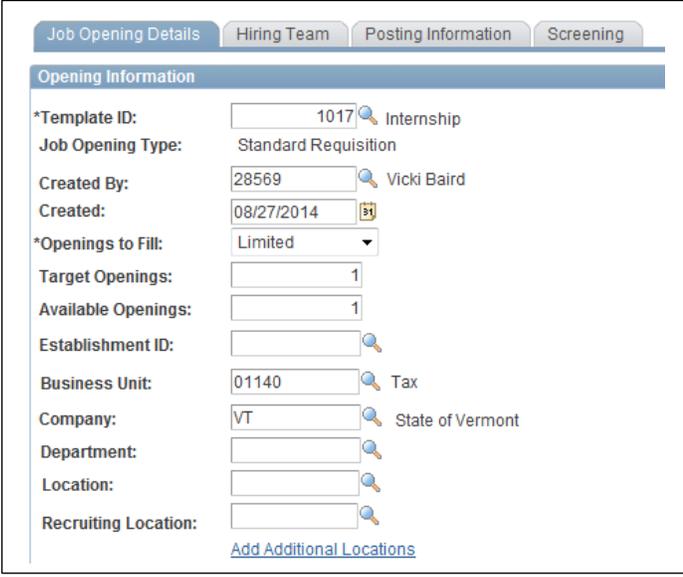
POSTING YOUR INTERNSHIP – DESK AID

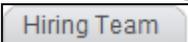
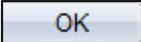
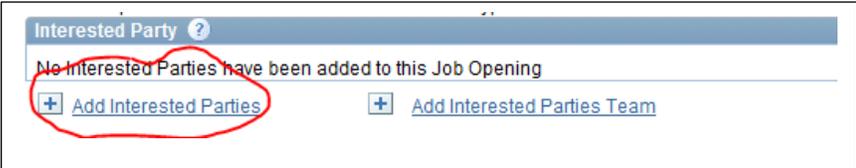
Recruiting in VTHR

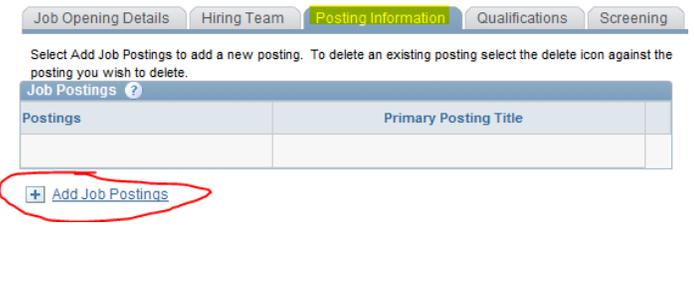
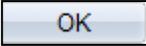
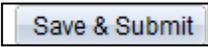
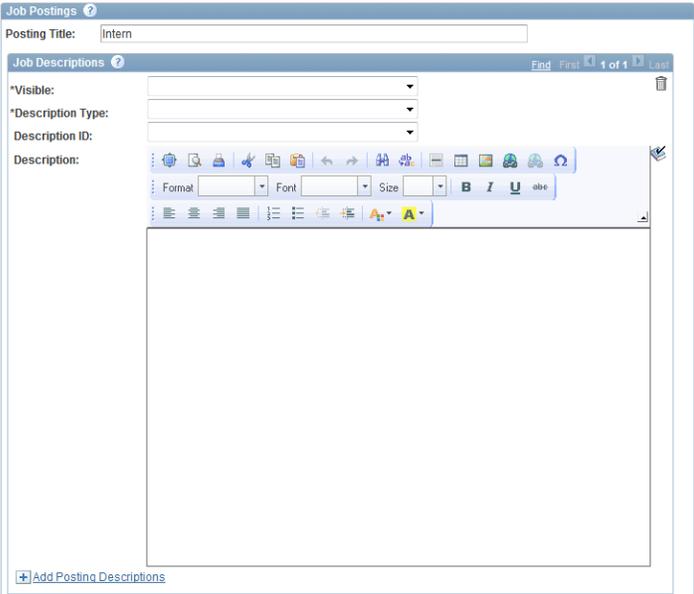
Create Internship Job Opening

Quick Reference Guide

Step	Action	
1.	<p>Begin by navigating to the Create New Job Opening page. Navigation: <i>Main Menu → Recruiting → Create New Job Opening</i></p>	
2.	<p>The default Job Opening Type is Standard Requisition.</p>	
3.	<p>Select your Business Unit (Agency or Department) by clicking on the drop-down arrow. DO NOT use the default in the field titled The State of Vermont. Verify that this is correct – the Business Unit ensures that the approval process and position information are correct.</p>	
4.	<p>Select your Job Family by clicking on the drop-down arrow. The choices are:</p> <ul style="list-style-type: none"> • Classified/Competitive • Internship • Non-Classified/Exempt • Temporary • Vermont State Police <p>The Job Family choice determines the template of your job posting. Select Internship</p>	
5.	<p>Do not select the Position that will be filled if available in the drop down list.</p>	

Step	Action	
6.	<p>Select the Job Code. For paid internships select Intern-Paid. For unpaid internships select Intern-Unpaid. For legislative internships select Intern-Legislative. The Posting Title “Intern” will populate from the Job Family. Do not change. A more specific title will be added at a later step in the process.</p> <p>Click the Continue button.</p> <div data-bbox="235 714 381 766" style="border: 1px solid black; padding: 2px; display: inline-block;">Continue</div>	
7.	<p>Because a position number is not utilized, you must manually enter important information on the Job Openings Details tab. The fields required are:</p> <ol style="list-style-type: none"> 1) Establishment ID 2) Department 3) Location <p>All other fields should be left blank or with the default information.</p> <p>Use the vertical scrollbar to view the entire page.</p> <p>Do not submit the Job Opening until you are satisfied that the information is correct. If any changes are needed, contact your HR Administrator. You can “Save as Draft” while any questions are under review.</p>	 <p>The screenshot shows a web interface for 'Job Opening Details' with tabs for 'Hiring Team', 'Posting Information', and 'Screening'. The 'Posting Information' tab is active, showing the 'Opening Information' section. Fields include: <ul style="list-style-type: none"> *Template ID: 1017 (dropdown menu) Job Opening Type: Standard Requisition Created By: 28569 (dropdown menu) Created: 08/27/2014 (calendar icon) *Openings to Fill: Limited (dropdown menu) Target Openings: 1 (input field) Available Openings: 1 (input field) Establishment ID: (input field) Business Unit: 01140 (dropdown menu) Company: VT (dropdown menu) Department: (input field) Location: (input field) Recruiting Location: (input field) A link 'Add Additional Locations' is visible at the bottom. </p>

Step	Action	
8.	Click the Hiring Team tab. 	
9.	Click the Add Recruiter Team link.  Click the Select option. Click the OK button.  Select the Primary Recruiter assigned to your Department.	 <p>The screenshot shows the 'Hiring Team' tab selected. Under the 'Recruiters' section, the text 'No Recruiters have been added to this Job Opening' is followed by two links: '+ Add Recruiters' and '+ Add Recruiter Team'. The '+ Add Recruiter Team' link is circled in red. Below this, under the 'Hiring Manager' section, the text 'No Hiring Managers have been added to this Job Opening' is followed by two links: '+ Add Hiring Managers' and '+ Add Hiring Manager Team'. The '+ Add Hiring Managers' link is circled in red.</p>
10.	Click the Add Hiring Managers link.  Enter the name of the Internship Supervisor/Hiring Manager or click on the magnifying glass to search. (The name format is first name then last name.)	
11.	Click the Add Interested Parties link. Enter the name of your HR Administrator or click on the magnifying glass to search.	 <p>The screenshot shows the 'Interested Party' section with the text 'No Interested Parties have been added to this Job Opening' followed by two links: '+ Add Interested Parties' and '+ Add Interested Parties Team'. The '+ Add Interested Parties' link is circled in red.</p>

Step	Action					
12.	<p>Enter additional information about the job posting, click on the Posting Information tab. Click on the Add Job Postings link.</p> <p>Select “Not Visible”, Description Type “Other Information” and Description ID “Internship Hiring Manager Notes”.</p> <p>In the text box include the title of the internship position, internship description, term of the internship, start and end date, estimated hours per week, compensation, internship supervisor contact information, and other details that Field DHR or Recruitment needs to know.</p>	 <p>Job Opening Details Hiring Team Posting Information Qualifications Screening</p> <p>Select Add Job Postings to add a new posting. To delete an existing posting select the delete icon against the posting you wish to delete.</p> <table border="1"> <thead> <tr> <th>Postings</th> <th>Primary Posting Title</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> </tr> </tbody> </table> <p>+ Add Job Postings</p>	Postings	Primary Posting Title		
Postings	Primary Posting Title					
13.	<p>Click the OK button.</p> 					
14.	<p>Click the Save & Submit button.</p> 	 <p>Job Opening Posting Information</p> <p>Job Postings ?</p> <p>Posting Title: Intern</p> <p>Job Descriptions ? End First 1 of 1 Last</p> <p>*Visible: <input type="text"/></p> <p>*Description Type: <input type="text"/></p> <p>Description ID: <input type="text"/></p> <p>Description: </p> <p>+ Add Posting Descriptions</p>				

Step	Action	
15.	<p>This concludes the required steps to Create an Intern Job Opening.</p> <p>At this point, the job opening is presented to your assigned approving authority. Once approved by the approving authority, your Field HR Administrator is promoted to complete the posting. You may be contacted if additional information is needed to finalize the internship posting. Once your Field HR Administrator approves the job opening, Recruitment is prompted to finalize the job opening and post live on the web site for applications/resumes.</p> <p>** Applicants are not screened and routed as with most job openings. You may review, contact, interview and offer applicants at any time during your active posting. These actions do not need to be documented in the job opening in VTNR like other recruitments.</p> <p>Your posting will remain active on the website until the posting end date, which should be requested/noted in the Internship Hiring Manager Notes box.</p>	

Internship Agreement

To be completed by all parties prior to the start of the internship.

THIS AGREEMENT is entered into this _____ day of _____, _____, by and between the State of Vermont, Agency/Department of _____, hereinafter referred to as "State," the educational institution know as _____, and _____, hereinafter referred to as "Intern".

WHEREAS, the State desires the services of the Intern and the Intern desires the learning experience that an internship in a state department affords. NOW THEREFORE, the parties hereby agree each with the other as follows:

I. ASSIGNMENT, TERM, LOCATION. The general nature of the Intern’s assignment shall be:

Hours shall be: _____.

Duration of internship shall be _____.

Location of internship shall be _____.

II. DUTIES. The duties of the Intern shall include but not be limited to: _____

_____.

III. CREDIT – REQUIREMENT. The Intern may receive academic credit for successful completion of this project or may fulfill a requirement of her/his academic program. The internship shall be carried out under the direction of an educational advisor. It is understood that all academic credit is to be arranged by the Intern and the educational institution prior to the start of the internship. The educational institution assumes the collateral responsibility with the State of Vermont Internship Program Coordinator to see that the Intern fulfills the terms of this Agreement.

IV. COMPENSATION. During the course of the internship, as compensation for performance of the duties herein described, the Intern may receive \$ _____; **and/or** non-monetary compensation of _____; **or**

_____ Not applicable – This internship experience is unpaid.

Said compensation shall constitute payment in full for all functions performed by the Intern. It is understood that all forms of compensation are considered to be taxable income.

V. LIABILITY COVERAGE. The Intern will be covered under the State of Vermont liability program in accordance with VSA Title 3: Executive Chapter 29: Claims Against State Employees 1101. Obligation of state to defend employees.

State of Vermont Internship Program

OFFICIAL USE ONLY Position #:

Internship Agreement Page 2 of 2

VI. WORKERS' COMPENSATION. Paid interns are temporary employees and are covered under the State of Vermont Workers Compensation Fund self-insurance program. Unpaid interns are volunteers and are covered under the State of Vermont workers compensation program. As per, VSA Title 3: Executive Chapter 29: Claims Against State Employees 1101. Obligation of state to defend employees.

VII. LEGAL REPRESENTATION. The intern is entitled to legal representation in the case of a civil action arising from an act or omission in the performance of duties during the term of the internship.

VIII. STATE VEHICLES. Use of State vehicles by interns for internship related work is not permitted without prior written approval from the site intern supervisor and in some situations the Commissioner of Buildings and General Services.

IX. RELEASE OF INFORMATION. The State of Vermont Internship Program may release information regarding Intern's application, internship placement, attendance, and performance to the site intern supervisor and the educational advisor. The aforementioned information may also be released to the following individuals and/or agencies: _____

_____ Print Full Name Relationship
_____ Print Full Name Relationship

X. TERMINATION. In the event that conflicts develop during the internship period, the intern supervisor shall inform the Coordinator of the State of Vermont Internship Program and the Intern shall inform their educational advisor. If, after consultation between the site intern supervisor, the Intern, the Coordinator of the State of Vermont Internship Program and the academic advisor, a resolution of the matter cannot be agreed upon, this agreement may be terminated immediately by either the site intern supervisor or the Intern.

SITE INTERN SUPERVISOR
Name _____
Date _____
Signature _____

INTERN
Name _____
Date _____
Signature _____

EDUCATIONAL ADVISOR (if applicable)
Name _____
Date _____
Signature _____

cc: Personnel File

SAMPLE Offer Letter – Paid Intern

An offer letter can be used but is not necessary if the Internship Agreement is utilized and retained as part of the personnel file.

(Use Official Stationery)

Date

Applicant First & Last Name

Applicant Street Address

Applicant City, State, Zip Code

Dear Applicant First Name,

I am pleased to offer you the Temporary xxxxxxxx Intern position #XXXXXXX (Job Opening #XXXXXXX) with *Department/Agency*.

This position is Pay Grade 05 and you will start at Step X. Should you choose to accept the position, your base salary for this position will be \$XX.XX USD Hourly.

This offer is contingent on your passing any mandatory background checks or screenings required by our department. You will receive separate communication either from me or our Human Resources Administrator if there are any actions you must take.

This offer will expire on XX/XX/XXXX.

As discussed, if you accept this offer, you will start your internship on XX/XX/XXXX.

Details regarding location and start time of your first day will follow.

Please contact me with your response to this offer via e-mail at *email address*.

We look forward to having you on our team!

Sincerely,

Your Full Name, Title

Department/Agency

cc: HR Administrator

SAMPLE Offer Letter – Unpaid Intern

An offer letter can be used but is not necessary if the Internship Agreement is utilized and retained as part of the personnel file.

(Use Official Stationery)

Date

Applicant First & Last Name

Applicant Street Address

Applicant City, State, Zip Code

Dear *Applicant First Name*,

I am pleased to offer you the Temporary xxxxxxxx Intern position #XXXXXXX (Job Opening #XXXXXXX) with *Department/Agency*.

This position is an unpaid position. Should you choose to accept the position, your base salary for this position will be \$00.00 USD Hourly.

This offer is contingent on your passing any mandatory background checks or screenings required by our department. You will receive separate communication either from me or our Human Resources Administrator if there are any actions you must take.

This offer will expire on *XX/XX/XXXX*.

As discussed, if you accept this offer, you will start internship on *XX/XX/XXXX*.

Details regarding location and start time of your first day will follow.

Please contact me with your response to this offer via e-mail at *email address*.

We look forward to having you on our team!

Sincerely,

Your Full Name, Title

Department/Agency

cc: HR Administrator

INTERN HANDBOOK

INTRODUCTION

This handbook is designed to help new interns quickly and successfully make the transition to Vermont state government. It briefly outlines many things you will need to know. It is not intended to be a complete compilation of the rights and responsibilities of interns. This handbook describes the management philosophy of Vermont state government, many of the general rules and the basics of personnel management. Most of the material in this handbook is based on law, regulation and administrative procedures. Where appropriate, a primary reference is given to indicate where you will find more detailed information. A number of state agencies also have an agency-specific employee handbook.

WELCOME TO VERMONT STATE GOVERNMENT

Welcome to your State of Vermont Internship! While our interns have joined us for a variety of reasons, one thing is certain: Vermont state government is comprised of people who care. They care about the quality of the work they do and the people they serve. It can be difficult and sometimes frustrating work, but the rewards are immeasurable. The job you do makes a positive difference for the citizens of Vermont.

GENERAL INFORMATION

VERMONT STATE GOVERNMENT

The State of Vermont follows the classic pattern of American government, with three distinct branches: The Legislative Branch (the lawmakers), the Executive Branch (the Governor and State departments) and the Judicial Branch (the courts and the judges). Each branch is sovereign in its own area of responsibility, but it is also influenced by the checks and balances from the other branches.

Legislative Branch

The legislature, which meets in regular session every year, is composed of two bodies: the House of Representatives with 150 members and the Senate with 30 members. Representatives and senators are elected to two-year terms. The legislature enacts the laws that govern the state. Laws so enacted must be approved by the governor. The legislature may override a governor's veto by a two-thirds vote of both houses.

Executive Branch

The elected officials of the Executive Branch are the Governor, Lieutenant Governor, Secretary of State, State Treasurer, Auditor of Accounts and Attorney General. Each official is elected to office for a term of two years. The governor functions as the chief executive officer overseeing all administrative departments of the executive branch.

The lines of authority within an executive branch agency or department start with an agency secretary or department commissioner, who is appointed by and responsible to the Governor, and who is responsible for the overall operation of an agency or department. The secretary or commissioner may be assisted by a deputy. A department is generally comprised of divisions each headed by a director. The divisions, in turn, are typically divided into sections headed by chiefs and may be further divided into units headed by supervisors.

Judicial Branch

The judicial power of the state is vested in the Supreme Court, Superior Court, and such other courts as may be provided by law. The Supreme Court consists of one chief justice and four associate justices, who are appointed by the governor and confirmed by the legislature for six-year terms.

STATE GOVERNMENT TELEPHONE AND E-MAIL DIRECTORY

The Department of Buildings and General Services produces the Vermont state government Telephone and E-Mail Directory. The phone directory is found on the State of Vermont's web page (www.vermont.gov). See your site intern supervisor other important telephone and e-mail contacts relevant to your internship.

DEPARTMENT OF PERSONNEL'S WEB SITE

The Department of Personnel maintains a website that provides access to a vast variety of information important to state interns, including recent news and information, a complete on-line version of the Personnel Policies & Procedures manual, and much more. You can find the site at www.vermont.gov.

PUBLIC RELATIONS AND COURTESY

Public service is our job! When you interact with the public, you represent all of state government and its employees. Your willingness to be courteous and helpful reflects on all employees. Remember, you may be the only contact a customer may have with state services.

HOURS OF WORK

The State of Vermont provides many important services to the public, and each intern has a necessary part in the performance of those services, individually and in cooperation with others. Therefore, it is required that you report promptly for work each day, observe the assigned times for lunch periods, and continue work until the end of your scheduled work day. Your site intern supervisor is responsible for providing your intern work schedule, as well as seeing that work rules are communicated and observed.

ABSENTEEISM

It is essential that interns report to work on time and remain at work as scheduled. However, it is understood that occasional illnesses and emergencies may arise. If you cannot come to work, will be late, must leave early, notify your site intern supervisor as soon as you can. If you are going to be late for work or absent for the full shift, you should call your site intern supervisor before the shift begins, when possible.

REPORTING OF ACCIDENTS ON THE JOB

Safety is everyone's job. In spite of all precautions, however, accidents can happen. Any intern who is injured on the job (including travel on official business) must report the injury to his/her supervisor or personnel officer within 72 hours. Most interns are covered under Workers' Compensation Insurance. Your site intern supervisor can provide more information regarding your coverage and procedures.

CONFIDENTIALITY

Interns are not allowed to disclose confidential information obtained through the normal course of their internship, except as authorized or required by law. Interns may not use any such information for personal gain or benefit. If you have any questions about whether particular information is confidential, you should discuss it with your site intern supervisor before it is disclosed.

POLICIES AND PROCEDURES

PERSONNEL POLICES AND PROCEDURES MANUAL

The state of Vermont Personnel Policies and Procedures Manual is a useful reference document and includes detailed guidelines for consistent personnel practices to be observed by both the state and individual employees.

The following descriptions summarize the key provisions of specific policies that are important for state interns to understand. You are encouraged to review the actual policies located at <http://humanresources.vermont.gov/policy/manual> and get additional information or clarification from your site intern supervisor or personnel officer as needed.

DISCRIMINATION

All agencies, departments and offices of Vermont state government are subject to the anti-discrimination and equal employment opportunity provisions and principles of state and federal laws, Personnel Rules and Regulations and the State/VSEA collective bargaining agreements. Discrimination against any person is prohibited in connection with recruitment, examination, appointment, training, promotion, retention, or any other personnel action because of race, color, creed, religion, ancestry, sex, age, marital status, disability, sexual orientation, national origin, place of birth, or any other non-merit factor prohibited by law. Discrimination grievance and appeal procedures for both applicants and employees are available in the Rules and Regulations for Personnel Administration and in the grievance procedure in the current state/VSEA collective bargaining agreements. Policy 3.3 addresses Discrimination Complaints. Your agency may have additional policies and procedures for these purposes. You should confer with your site intern supervisor or HR Administrator if you have questions.

EQUAL EMPLOYMENT OPPORTUNITY/AFFIRMATIVE ACTION

The state of Vermont is committed to offering equal employment opportunities in accordance with state and federal law. That means that the state strives to ensure that decisions affecting hiring, promotions, and conditions of employment are not affected by illegal discrimination. The state is also committed to practicing Affirmative Action, which is acting to identify and eliminate barriers to fair hiring and promotional decisions. To that end, the Governor's Workforce Equity and Diversity Council have created an Affirmative Action Plan for all of state government. Agencies and departments of state government are working on individual plans.

HARASSMENT

The State of Vermont is committed to a working environment free of discrimination and harassment. It is our policy to prohibit any employee or intern from harassing another employee or intern. Harassment includes racial or ethnic slurs and other verbal, visual, or physical abuse relating to a person's race, color, religion, creed, ancestry, sex, marital status, age, national origin, sexual orientation or disability.

SEXUAL HARASSMENT

The State of Vermont is opposed to and prohibits sexual harassment. Sexual harassment violates an individual's basic civil rights, undermines the integrity of the work place, and adversely affects workers and clients alike. Sexual harassment is a form of discrimination on the basis of sex and is, therefore, prohibited in the work place by both state and federal law. It is also unlawful to retaliate against an employee for filing a complaint of sexual harassment or for cooperating in an investigation of sexual harassment. Policy 3.1 outlines the state's sexual harassment policy and complaint procedures in detail.

POLITICAL ACTIVITY

Interns may not command or solicit from any other employee direct or indirect participation in any political activity or enforce or solicit contributions for any political party, organization, or candidate. In addition, you may not use any official authority for the purpose of interfering with or affecting the nomination or election of any candidate for public office.

AMERICANS WITH DISABILITIES ACT & REASONABLE ACCOMMODATION

The State of Vermont endorses the mandate of the Americans with Disabilities Act of 1990 (ADA) that prohibits employment discrimination on the basis of disability. Consistent with the ADA and Vermont's Fair Employment Practices Act, it is the policy of the state of Vermont to provide reasonable accommodation to the known physical or mental limitations of an otherwise qualified employee or applicant with a disability, unless such accommodation would cause an undue hardship. The obligation to make reasonable accommodation applies to all aspects of employment, including the application process. Policy 3.2 outlines the state's reasonable accommodation procedures.

SMOKE FREE WORKPLACE

It is the policy of the State of Vermont to provide a smoke-free work environment. Toward that goal, there are both statewide and local smoking committees who determine policies and procedures for the designation of smoking and non-smoking areas throughout the state offices and properties. You should acquaint yourself with these regulations at your work site. Your site intern supervisor can provide this information. The Statewide Smoking Policy can be found in section 17.4.

BLOODBORNE PATHOGENS

It is the policy of the State of Vermont to limit all occupational exposure to blood or other potentially infectious materials. Exposure may result in transmission of bloodborne pathogens and may lead to disease or death. The Bloodborne Pathogens Policy can be found in section 17.5.

DRUG FREE WORKPLACE

As an employer, the state of Vermont is responsible for maintaining safe, efficient working conditions for its employees by providing a drug-free workplace. An intern who is under the influence of a certain drug on the job may pose serious safety and health risks not only to the user but also to co-workers and the general public. Therefore, interns shall not engage in the unlawful manufacture, distribution, possession or use of controlled substances on the job or any state work site. The state of Vermont's detailed drug free workplace policy can be found in section 17.3.

SOLICITATION

No intern or employee is allowed to engage in solicitation of other interns or employees during work hours. The purpose of this policy, refer to Policy 11.6, is to maintain an orderly working atmosphere, avoid work interruptions and possible security breaches.

GRIEVANCE PROCEDURE

If problems arise, please contact your site intern supervisor or academic advisor.

TRAVEL REGULATIONS

The state of Vermont has detailed written regulations governing approval of any reimbursement of actual expenses incurred in travel on official business. Any questions concerning fleet vehicle use and mileage reimbursement should be directed to your site supervisor.

INTERNET AND E-MAIL

Internet services and e-mail capabilities are intended to be a resource to facilitate the work of state government. Policy 11.7, Electronic Communications and Internet Use, provides detailed guidance to help interns understand appropriate and acceptable use.

OFFICIAL STATIONERY

Interns are not to use official stationery, letterheads, or memoranda for personal correspondence. Envelopes, labels, and other materials imprinted with the postal indicia are to be used only for official State mail. Other use is not permissible, even with postage stamps affixed.

BULLETIN BOARDS

Bulletin boards are for job opportunities and official postings. Interns may be allowed to post other notices only with the express approval of management.

PHOTOCOPIER USE

Photocopiers should only be used for official business. However, if you must occasionally make a photocopy for your personal use, you may be expected to reimburse your department in accordance with its policies.

TELEPHONE USE

Telephone service is provided for official business. Personal calls may only be made and accepted when absolutely necessary, and they should be made as brief as possible.

OTHER EQUIPMENT AND SUPPLIES

While our policies on the use of the internet and e-mail, telephones and photocopiers deserve special mention, no intern should use equipment or supplies of the state for personal use or for any uses other than that which serve the public interest, as approved by management.

HOLIDAYS

State offices are generally closed on the legal holidays listed below. In most cases, holidays that fall on Saturday are observed on the preceding Friday, and holidays that fall on Sunday are observed on the following Monday. If a holiday is scheduled to fall on a day you intern, please discuss with your intern site supervisor.

New Year's Day (January 1st)

Martin Luther King's Birthday (3rd Monday in January)

Washington's Birthday (3rd Monday in February)

Town Meeting Day (1st Tuesday in March)

Memorial Day (May 30th)

Independence Day (July 4th)

Bennington Battle Day (August 16th)

Labor Day (1st Monday in September)

Veterans' Day (November 11th)

Thanksgiving Day (4th Thursday in November)

Christmas Day (December 25th)

Your site intern supervisor may provide additional information, policies and procedures, and other requisites if applicable.

SAMPLE Intern Orientation Checklist

INTERN INFORMATION

Name: _____ Start Date: _____

Position: _____ Supervisor: _____

GETTING STARTED – FIRST DAY

- Provide intern with orientation documents (New Intern Handbook, etc.)
- Assign a “go to” employee(s) to answer general questions.
- Provide resources and web addresses (Phone & E-mail directory, Dept. of Human Resources website, etc.)

POLICIES & IMPORTANT INFORMATION

- Review key policies & other important information
 - Absenteeism
 - Reporting Accidents
 - Confidentiality
 - Public Relations & Courtesy
 - Time and leave reporting
 - Discrimination
 - EEO/Affirmative Action
 - Grievance Procedure
 - Harassment/Sexual Harassment
 - Political Activity
 - ADA & Reasonable Accommodation
 - Smoke-Free Workplace
 - Bloodborne Pathogens
 - Emergency procedures
 - Drug Free Workplace
 - E-mail and Internet use

ADMINISTRATIVE PROCEDURES

- Review general administrative procedures.
 - Office/desk/work station
 - Official Stationery
 - Mail (incoming & outgoing)
 - Shipping (FedEx, UPS, other)
 - Bulletin Boards
 - Purchase requests
 - Telephones
 - Building access cards
 - Conference rooms
 - Picture ID badges
 - Expense reports
 - Office supplies

INTRODUCTIONS & TOURS

- Give introductions to department staff and key personnel during tour.
- Tour of facility, including:
 - Restrooms
 - Mail rooms
 - Photo Copiers
 - Printers/Faxes
 - Parking
 - Office Supplies
 - Dining Area
 - Emergency Exits
 - Bulletin board

POSITION INFORMATION

- Introductions to the team.
- Review learning objectives including job assignments and training plans.
- Review position description and performance expectations and standards.
- Review position schedule and hours.
- Review payroll timing, time reporting (if applicable), and policies and procedures.

TECHNOLOGY

- Hardware and software, including:
 - E-mail
 - Intra/Internet
 - Shared drives
 - Department specific software/hardware

SAMPLE Intern Performance Evaluation

Name of Intern: _____ Department/Division: _____

Internship Title: _____ Supervisor Name/Title: _____

Please rate the intern based on their performance in the following categories.

Category	Exceeds Expectations	Meets Expectations	Suggested Area of Improvement (provide feedback on ways to improve)
Communication Able to express ideas effectively, verbally and in writing. Interacts well with others.			
Work Habits Punctual, manages time effectively; accepts responsibility; adapts to changing priorities; meets assigned deadlines.			
Initiative Able to adapt to new situations; asks appropriate questions; seeks help when needed; works well independently.			
Problem Solving Identifies challenges; applies skills appropriate for carrying out tasks and solving problems.			
Planning and Organization: Sets realistic goals; prioritizes assigned tasks effectively; organized and able to manage multiple assignments.			
Performance: Understands concepts and applies knowledge on the job; displays sufficient skills appropriate to position requirements; completes tasks timely and accurately.			
Personal Attributes Demonstrates commitment; is reliable; displays a willingness to learn; accepts input and constructive feedback.			

Additional Comments:

Intern Comments:

Review Date: _____

Supervisor Signature

Intern Signature

SAMPLE Intern Feedback Form

Name of Intern: _____ Department/Division: _____

Internship Title: _____ Supervisor Name/Title: _____

Internship Start Date: _____ Internship End Date: _____

Instructions: Read each statement below and circle the number that most accurately reflects your internship experience.

Statement	Strongly Disagree				Strongly Agree
Orientation Orientation was received and was helpful.	1	2	3	4	5
Work Environment The work environment was welcoming.	1	2	3	4	5
The work environment was positive and encouraging.	1	2	3	4	5
Goals & Objectives Goals and objectives were clearly defined at the beginning of the internship.	1	2	3	4	5
The learning objectives were achievable and realistic.	1	2	3	4	5
Development & Feedback Constructive feedback was provided.	1	2	3	4	5
Support was available when needed.	1	2	3	4	5
Quality The internship was challenging and intellectually stimulating.	1	2	3	4	5
This internship experience will be useful for my career.	1	2	3	4	5
I would recommend this internship.	1	2	3	4	5

If you had a choice, would you repeat this internship again? Yes No
Why or why not?

Overall, how would you rate this internship?
 Poor Adequate Good Excellent

Additional Comments:

Intern Signature

Date