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VIRTUAL INTERNSHIP

Virtual internships are a great way for your company to benefit from interns working remotely across the country or globe, directly from their laptops. Interns can support a myriad projects ranging from basic administrative tasks to business projects, web designs, market reports, financial assessments, and much more.

Below are some tips on how to make best use of a virtual internship to benefit your team.

[ACCESS INTERNSHIP PORTAL](#)

»» SELECT CANDIDATE



- Access the [ISTAT Internship Portal](#) to identify eager and qualified candidates
- Make sure your intern knows that you expect them to work from a remote, distraction free environment

»» OFFER



- Use a cloud-based tool for new hire paperwork (e.g., box.com, Dropbox, OneDrive)
- An iPhone-wielding intern can even sign on their device – no need for a printer

»» ORIENTATION



- Assign a well-respected and knowledgeable onboarding buddy to the intern. The buddy will introduce the intern to key personnel and also address general questions posed by the intern
- Work with the intern to establish goals for the internship
- Set up a configured laptop to arrive on “Day One” with access to the settings and applications needed for tasks and send some branded swag (sweatshirt, tee, webcam cover, water bottle, pens) to kick off the internship experience
- Facilitate onboarding and orientation through Zoom or a similar tool (ideas in appendix: How to Onboard Remotely), including reviewing company etiquette and setting up a series of meetings with department heads for introduction

»» BEGIN WORK



- Identify a specific project(s) or set of tasks (e.g., news monitoring, social media posting, shared inbox monitoring)
- Dedicate a manager/leader for the intern to provide guidance for task prioritization and ongoing work, and if the goal is “try before you buy,” ensure they are in a position to evaluate and determine if a full-time offer should be extended
- Arrange for daily or weekly Zoom, Teams, BlueJeans or similar touchpoints, encouraging the use of video
- Invite the intern to existing team meetings; add the intern to e-mail distribution lists
- Host some “fun” events – virtual happy hour or virtual “escape room” to engage intern(s) with staff

»» END OF INTERNSHIP



- Arrange for an end-of-internship presentation by the intern with the results of their project(s) to their buddy, manager, the department, or a cross-functional team
- Debrief with your intern and consider providing input on the intern’s resume and LinkedIn profile

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ONBOARDING REMOTELY

Part of the challenge for companies bringing in remote interns is gauging the appropriate amount of assistance needed to support them.

Assign a well-respected and knowledgeable onboarding buddy. This person is responsible for introducing the intern to key personnel and addressing general organizational questions.

Below are some tips on how to make new interns feel truly welcome and included in your company.



»» INTRODUCTIONS



- Introduce your new intern(s) before they come online, either via email or Slack, sharing something personal about them in addition to their backgrounds, roles and responsibilities
- Add your intern(s) to email distribution lists, Slack channels, Microsoft Teams, and/or SharePoint or similar tools so they stay on top of company developments and feel welcome

»» ONBOARDING BUDDIES



- To help your intern(s) navigate your company culture, assign them a well-respected and knowledgeable onboarding buddy
- Buddy should help your new intern(s) get introduced to key personnel in the organization and for being a person whom they can contact to address any general organizational questions

»» CLEAR EXPECTATIONS



- New intern(s) should have a written outline of their job function, responsibilities, and performance expectations
- Review these expectations with intern(s) weekly, or at least at 30-, 60- and 90-day intervals

»» TRAIN



- Give your new intern(s) time to not only absorb the new culture and take all necessary training
- Consider a "light" version of your full onboarding/new employee orientation sessions for intern(s)

»» WORKPLACE ETIQUETTE



- While every intern wrestles with being effective in all areas of their lives, there are sometimes extenuating circumstances that should be considered when working with intern(s), depending on their level of experience
- For many students and professionals entering the aviation finance profession, they may be the first in their families to be exposed to such a workplace environment
- Provide clear examples of what is acceptable behavior, with examples of concrete guidance that include:
 - What does it mean to be "on time"?
 - What does business casual mean?
 - If I'm meeting clients (via Zoom or similar, or for an in person), how should I dress?

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DAY 0 OR DAY 1	B	NH
Buddy and new intern – complete introductory call. Review the buddy program and discuss the activities and agenda so that both parties are aware of what will be expected. Buddy can provide overview of “Company” and answer any initial questions		
New intern – complete new hire paperwork as directed by Human Resources		
New intern – meet with IT for laptop configuration, smart phone set up (as needed for e-mail and other apps) OR follow instructions on the Welcome to “Company” page on the intranet		
New hire and project team – introduction and discuss workday expectations (e.g., time recording, scheduling check-ins, role/assignment)		
Buddy and new intern – work together to get e-mail signature set up and review requested wording for personal voice mail while you are with “Company” (refer to “Welcome to [Company]” page on intranet)		
Buddy and new intern – Use screen sharing to review all onboarding/orientation documentation on the Welcome to “Company” intranet page		
DAY 1 TO DAY 5 – REQUIRED LEARNING FOR NEW intern	B	NH
(Buddy to confirm completion during check-in calls and answer any questions) The files listed below can also be found in the Welcome to “Company” page on the intranet		
<ul style="list-style-type: none"> ▪ Timekeeping Tutorial – required viewing ▪ Using SharePoint and Teams Tutorial – required viewing ▪ Intern Handbook – required reading ▪ Conference Call Etiquette – required reading ▪ Time Management – required reading 		
WEEKS 2 TO 4 – RECOMMENDED LEARNING FOR NEW intern	B	NH
(Buddy to check completion during check-in calls and answer any questions) The files listed below can also be found in the Welcome to “Company” page on the intranet and file names begin with “NEO” (new employee orientation):		
<ul style="list-style-type: none"> ▪ Tool – Meeting and Email Management ▪ Tool – Researching ▪ Tool – Building Relationships ▪ Tool – Prioritizing Multiple Tasks 		

MONTH 2 AND BEYOND	B	NH
Buddy and new intern – check in per program guidelines		
Buddy and new intern – complete program assessment		