**Onboarding New Interns: A Checklist for Host Organizations**

An effective onboarding process helps both the student and the supervisor. It increases the intern’s sense of belonging in a new learning environment, reduces the time it takes for them to reach desired productively levels and improves their overall learning and performance.

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| **Before First Day of Work** | **Date Completed** |
| Send introductory email with point-of-contact and arrival details |  |
| Send general info about your organization, office, policies and regulations |  |
| Send any administrative paper work that can be signed in advance |  |
| Set-up designated work space, email and organization accounts, and arrange for office keys |  |
| Develop a training plan and schedule for first few weeks |  |
| Send email to your team announcing arrival of new intern and distribute orientation plan to relevant team members |  |

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| **During First Day of Work** | **Date Completed** |
| Welcome new intern and show them their workspace |  |
| Tour the office; introduce intern to staff, location of washrooms, lunchroom, emergency exit, first aid kit and other key health and safety hazards and resources (\*Be sure to follow standard health and safety processes as you would for any new staff) |  |
| Provide keys/access cards, work station, supplies |  |
| Review hours of work, schedule, pay schedule, overtime policy, and vacation planning |  |
| Discuss procedures for scheduling time off and unexpected absences |  |
| Review departmental policies for cell phone, personal calls, social media and personal computing |  |
| Computer and telephone orientation (log-ins, password, networks, email, voicemail) |  |
| Review accommodation policies; discuss any required accommodations |  |
| Discuss organizational goals and/or priorities for Equity, Diversity and Inclusivity |  |
| Complete any outstanding forms |  |
| Review employee resources and supports e.g. employee resource groups, health and wellness services |  |
| Provide general organization/industry orientation materials to be reviewed |  |
| Consider assigning a team member to take intern to lunch; ensure intern is now included (as appropriate) in team activities |  |

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| **During First Two Weeks** | **Date Completed** |
| Schedule introductory meeting with supervisor to: review job description, responsibilities, student learning goals, competencies and expectations, frequency of future meetings, how to receive questions and how often intern can expect to receive feedback |  |
| Provide training plan and schedule; consider opportunities for networking |  |
| Review requirements of the university for performance appraisals and timelines for updates and other communications |  |
| Review contact information for university internship coordinator and procedure for information sharing |  |
| Arrange for any company and/or department specific training (e.g. computer software training) |  |
| Ensure site-specific health and safety training is complete |  |
| Review team meeting protocols and expectations |  |
| Schedule 1:1 meetings on an ongoing basis to provide ongoing and consistent feedback |  |
| Provide meaningful work (either training or substantive work) with increased responsibility |  |
| Contact university staff if any concerns arise |  |
| Ask student for feedback about their first two weeks |  |

**Sources:**

Higher Education Quality Council of Ontario. 2016. *A Practical Guide for Work-Integrated Learning.* Queen’s Printer for Ontario.

Cooper, L., Orrell, J. and Bowden, M. 2010. *Work Integrated Learning: A Guide to Effective Practice.* NY, NY: Routledge.

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