

Working Remotely Toolkit for Interns, Student Employees and their Supervisors

INTRODUCTION

This resource is a collaborative effort between all USF campuses including Career Planning and Development, Community Engaged Learning, Student Employment, and the Office of Internships and Career Readiness.

The content provided is designed to support both on- and off-campus students and supervisors as they seek productive ways to work on-line and in remote-office formats. We know that not all work can be moved off-site; however, it is hoped that supervisors and their students can work collaboratively and creatively to identify as many projects and processes as possible to maintain and even enhance learning and productivity. And while we hope to return to on-site activity once it is safe to do so, this also offers us all an opportunity to evaluate our work in order to improve our efficiency and effectiveness.

For additional information regarding related resources on-campus at USF please consult <https://www.usf.edu/hr/employment-resources/supervisor toolkit.aspx> and the USF IT Remote Work Resources Guide <https://www.usf.edu/it/remote/index.aspx>

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I. WORKFLOW AND PROJECT MANAGEMENT

First things first! How to get work done in a virtual work environment when working from home! You may be working for a company that already has resources in place and if so, it is to your advantage to work within those resources.

You may be working for or within USF in which case you should utilize the resources supported through USF IT <https://www.usf.edu/it/remote/index.aspx>.

Or you and your supervisor may be looking for resources to help you manage the work virtually.

Remember that you will want to talk about the work before setting it up in a virtual space in order to be sure everyone is clear on the project. These are tools to support your work, but communication is essential to keep everyone on the same page. And since you are working from separate virtual spaces you may need to communicate more frequently at first and to discuss how you want to track productivity.

Communicating about and tracking your work can be done through use of the appropriate tools for your work. To help you manage your work online the following resources are suggested, but keep in mind that this is not a comprehensive list and you should choose resources that are supported by the institution in which you are working (not all may apply due to IT support or security reasons).

Managing projects

Microsoft (MS) Teams - <http://www.teams.microsoft.com> - and for information on how to use teams: <https://www.usf.edu/it/documentation/office365/0365-students.aspx> MS Teams offers the USF community a virtual space to coordinate many work activities and allows content to be attached to a specific project Channel through the Files section and enables team members to “chat” directly within that project channel to keep communication organized.

Asana - <https://asana.com/> - Asana helps you to keep track of your team’s projects and timelines.

Trello - <https://trello.com/en-US> - Trello’s boards, lists and cards help you to organize and prioritize your projects.

Team Communication

Microsoft (MS) Teams - <http://www.teams.microsoft.com> - and for information on how to use teams: <https://www.usf.edu/it/documentation/office365/0365-students.aspx>

Google Hangouts/Google Drive - use your Google account to access Hangouts and Drive to help maximize productivity and maintain connectivity.

Slack - <https://slack.com> - all your communication tools in one place.

Workplace by Facebook - <https://www.facebook.com/workplace> - supporting entire workplaces for groups, chat, and video calls.

Hosting an event

Microsoft (MS) Teams - <http://www.teams.microsoft.com> - and for information on how to use teams: <https://www.usf.edu/it/documentation/office365/0365-students.aspx> Teams offers an easy way to host and record an event. Please inform attendees when recording an event.

YouTube Live - <http://www.YouTube.com> - record a team briefing, a training, or more!

Zoom - <http://www.zoom.us> - when you need more people than can attend using Google Hangouts, such as running a class. Note – Zoom is not supported through USF IT.

Productivity

Microsoft (MS) Teams - <http://www.teams.microsoft.com> - and for information on how to use teams: <https://www.usf.edu/it/documentation/office365/0365-students.aspx> See “managing projects” above for additional information on Teams.

Outlook - use your Outlook calendar to set “to do” items, track time to projects, and share your work with others.

For more information/ideas: <https://blog.hubspot.com/agency/apps-remote-workers>
<https://skillcrush.com/blog/remote-work-tools/>

II. MICRO INTERNSHIPS AND SHORT-TERM PART-TIME WORK

Even though these two activities may seem similar, it is important to note that an internship (even a short-term one) must retain the qualities of an internship, otherwise it is a part-time job! Those critical elements include supervision by a subject matter expert; work within a professional context (even if online); professional skills and competencies desired within the workplace/industry of interest; and feedback and mentoring in support of launching a professional career.

Handshake – all USF students have an account and access to Handshake: usf.edu → login with USF Net ID → My Resources → Find a Job/Handshake and can find internships and part-time jobs posted specifically for USF students here once their account is claimed and their profile is complete and public (you can search without your profile, but employers can’t find you unless it is public).

Careers@USF – part-time employment at USF can be sourced through either Handshake or USF HR. Note that Federal Work Study positions are only available for students with that Financial Aid award, but that OPS positions are open to any qualified candidates.

Parker Dewey (free to any student) – Learn more at <http://parkerdewey.usfcs.info> and use Parker Dewey to apply for gigs, part time jobs, and micro-internships, and they're all paid! Parker Dewey wants to assure that the experiences you access help you to build a valuable career and prepare you to compete post-graduation. Access the platform at : <https://info.ParkerDewey.com/USF>

More ways to find part-time jobs and gigs: <https://www.thebalancesmb.com/best-sites-to-find-gig-jobs-4150364>

III. COMMUNICATION/PRESENTATIONS/MEETINGS AND PRODUCTIVITY APPLICATIONS

A. Communication/Presentations/Meetings

Most of us have become familiar with the tools that help us to present online and/or to collaborate with colleagues on other campuses. If these tools are new to you, they could be resources that you learn more about as part of your professional development goals. It is likely that you will use a variety of these (and more) when working remotely.

Resources include but are not limited to

Microsoft (MS) Teams - <http://www.teams.microsoft.com> - and for information on how to use teams: <https://www.usf.edu/it/documentation/office365/0365-students.aspx> - This is the best choice for use through USF. Please visit <https://www.usf.edu/it/remote/index.aspx> for more info.

GoToMeeting - <https://www.gotomeeting.com/> - similarly, there are many YouTube videos on using GoToMeeting. Note that GoToMeeting is not supported by USF IT.

Personal Mobile Phone - you may choose to use your personal cell phone for convenience, but please be aware that unless you are an employee you may not get a business “discount” and that when using your personal phone for work purposes, that content becomes public record under Florida’s Business in the Sunshine state law.

Zoom - <https://zoom.us/> - if you need help using Zoom there are a range of videos on YouTube to assist you depending on what you’d like to know how to do. Note that Zoom is not supported by USF IT and due to some remaining security concerns it is not available for use in some settings. <https://www.businessnewsdaily.com/6176-communication-tools.html>

B. Business Tools and Applications

USF makes it easy for you to access MS Office (Word, Excel, PowerPoint, etc.) and many other applications through the Application Gateway accessible from www.usf.edu → USFNet ID login → My USF → Learning → Application Gateway.

More information and help is available at: <https://www.usf.edu/it/remote/index.aspx>

For ideas regarding productivity applications see above under project management.

Need help using something? LinkedIn Learning has online training on all sorts of applications and the bonus is that you can earn a certificate for completing the training. In some cases, this may even count as “work time” – learn more about that in the Professional Development section of this Toolkit!

Still need help? The USF Library can help in all sorts of ways! Check out their How To Guides and if all else fails you can “Ask a Librarian” on-line.

IMPORTANT: If you are working remotely for an employer please be mindful of their intellectual property and document sharing policies and be especially attentive to their security and client/content confidentiality processes and guidelines.

IV. PROFESSIONAL DEVELOPMENT

Within any workplace it is generally accepted practice to engage in an appropriate amount of professional development in order to be prepared to keep up with technological advancements, enhance productivity, and adapt to change.

To assist you in identifying resources, please see the information below and consider that your professional development activity is embraced more readily when it has direct application to your current position and responsibilities. Be sure to speak to how these skills will improve your work and benefit your team when gaining approval to include them as part of your work responsibilities.

Career Readiness Badging Program - USF's [Career Readiness Badging Program](#) was designed using the National Association of Colleges and Employers' (NACE) Career Readiness Competencies, seven of which were originally published in 2015 and an eighth was added in 2017. NACE's 2014-15 Career Readiness Competencies Model Team was responsible for identifying and defining the competencies, working with a diverse group of educators, business and human resources leaders, and key stakeholders. The eight competencies are:

- Career Management
- Critical Thinking/Problem Solving
- Digital Technology
- Global/Intercultural Fluency
- Leadership
- Oral/Written Communications
- Professionalism/Work Ethic
- Teamwork/Collaboration

The goals of the program are to provide a framework and a campus-wide, universal language for students of all majors to easily connect the experiences they are having while at USF to the competencies that employers are looking for in recent college graduates, and to build students' proficiencies in communicating these experiences with prospective employers as part of the job

search process.

Career Modules - A five part video series was custom designed with students in mind! Each of the videos provides information to navigate the career journey while students are here at USF. Watch them in order, starting with Your Path to Career Success and finish up by watching Finding Full-Time Employment. Students can also watch just the video that meets their current needs.

[View the Videos](#)

CandidCareer - This online service acts as a student's own personal YouTube channel for career advice, interviews with professionals about their jobs and career paths, and short clips about what it's like to work in different industries!

[Access CandidCareer](#)

Student Career Guide - The annual Student Career Guide is the perfect reference for helping students at every stage of their professional development. From tips on interviewing, salary negotiation, and writing resumes and cover letters to information about programs and services, the guide provides a quick and helpful starting point!

[Student Career Guide \[PDF\]](#)

USF Career Services - Career Services (CS) supports students in the process of dreaming, planning, and achieving career goals. Strategic approaches are taught in planning for a career path and job search. CS helps with self-assessment, learning how to conduct career research, seeking out experiences that will yield transferable skills, and search for full-time employment or prepare for graduate school. [How to Find Your Future Career](#) can help you to chart out your plan and stay on track towards post-graduation career success!

There are many free online tools and resources that can help you to enhance your career readiness, explore career options, and network. Here are some ways in which you can maximize your career presence and prepare for the world of work.

- Create an ePortfolio (Portfolium, Adobe, Google Sites, Wix, Weebly, etc.)
- Pursue LinkedIn Learning modules/certificates www.linkedin.com/learning
- Creative Live offers free live online classes for all sorts of creative skills – www.creativelive.com
- Get inspired through Ted Talks – www.ted.com
- Advance your knowledge with Webinars
- Create/Update your Résumé - <https://www.usf.edu/career-services/students/index.aspx>
- Create a generic Cover Letter
- Create a Vision Board or a Mind Map (Google for ideas and “how to” info)
- Create/update your LinkedIn Account – www.linkedin.com
- Utilize www.Indeed.com and similar sites to do some employer research
- Learn about National Service Opportunities (e.g. Peace Corps and AmeriCorps)
- Nonprofitready.org | Offers free online courses including Nonprofit Essential Certificate

- Take course that expand your career options through - <https://www.edx.org/>
- Research & Connect virtually via LinkedIn & ask connections for [10 minute informational interviews by video](#)

For more information:

<https://www.careerattraction.com/top-10-free-professional-development-tools/>

To post a question regarding a specific career to a professional community:

https://www.careervillage.org/settings/accept_invite/35WF4QTMTW

V. COMMUNITY PARTNERS/ENGAGED SERVICE LEARNING

If it is possible to transition to remote/online engagement with your community partner or a new partner, here are some ideas that might work with your course and partner needs:

- **Research:**
 - Conducting background research or gathering best practices or other information requested the partner(s)
 - Conduct online research on best practices or develop tools for program assessment
 - Create a listing of grant opportunities that may be applicable for their organization
 - Remote interviewing current/past clients about their experiences, impact of the organization on where they are today
- **Content/Product Creation:**
 - Create marketing or social media content for future use by the partner
 - Create brochures or other materials for information-sharing
 - Create birthday cards to give to a local housing shelter or senior center
 - Taping, recording, or streaming performances or workshops to benefit community partner(s)
 - Create a resource (build a website?) of activities for after-school programming
- **Virtual Connecting:**
 - Provide support via phone or web based meetings with agency team member support to those being served by the organization or others in the community
 - Work with staff to share videos or use technology to continue visits with residents or patients of retirement home facilities
 - conducting virtual or phone-based educational supports for youth and adults
- **Other:**
 - Offering (or compiling, researching, or brainstorming) strategies that provide indirect support from volunteers as a result of coronavirus
 - Write a positive review for the organization to help with their marketing efforts

VI. INTERNATIONAL STUDENTS

To remain in compliance with your student visa requirements International Students must assure that any changes to their off-campus experience is noted through International Services. Specifically, International Students who have registered CPT on their I-20 for their internship or co-op will need to notify their international services advisor if their:

- A. Internship or co-op is cut short** - meaning that are you are not working to the original end date noted on your I-20.
- B. Internship or co-op hours are reduced** - Resulting in a reduction of overall CPT hours used than what was approved on your I-20.
- C. Internship or co-op employer, host, or site has changed** – meaning that your CPT eligibility must be established with each employer and changes to your site of employment must be noted.

Important message from International Services: We understand that some internship dates may be changing. Please remember that any days you work must fall within your CPT authorization.

Please finalize your dates before starting your CPT request. If the dates of your internship change after you start your request, you will need to cancel your CPT request and submit a new one. If your CPT was already approved and your new dates fall outside your current authorization, you will need to submit a new CPT request.

VII. TROUBLESHOOTING

There are more opportunities to work virtually now than ever before; however, as previously noted, not every job is suited for working virtually and not every employer is comfortable with staff working remotely (sometimes for document security reasons). But if/when you have an opportunity to shift your work into a virtual format the following information may help you to support that shift.

A. If your internship or co-op *might* be canceled or postponed:

Should your internship or co-op be potentially postponed or cancelled and you hope to continue working, it is imperative that you either communicate alternatives to your supervisor or have a Career Services staff member do so on your behalf as soon as possible.

Here is a sample text to modify for your own use in the event you wish to attempt to salvage your internship or co-op. Please remove non-applicable information. As stated, Career Services can modify and send a similar text if you wish to enlist their help:

Dear [supervisor name],

I hope you are doing well and staying safe! I was recently informed that, in light of the COVID-19 pandemic, my internship was postponed. Many student interns and their employers across the country are in the same boat, so I have developed some ideas for a continuity plan.

As you might be aware, I am currently earning academic credit for my internship with [name of employer]. In order to fulfill my course requirements, I am asking if you would consider transitioning me to a remote intern.

It is understood that not all internship work assignments can be moved online or to remote work locations. However, the suggestions below can offer us the opportunity to create alternate or off-site work plans not only for this period of time, but also in the event of any sort of future emergency you might encounter. To assist with continuing intern productivity, you might consider having me:

- *work remotely on the same or similar work using online tools/resources*
- *work on alternate projects/work (possibly including developing contingency plans)*
- *complete related online training or professional development (LinkedIn Learning, YouTube topics, TED talks, etc.)*
- *create and/or add work to an ePortfolio*
- *identify “remote work” tools and applications that can help support continuity of work, such as Slack, Asana, or Trello and use of Zoom, MS Teams, or GoToMeeting.*

Thank you for your time and consideration in this matter – especially under the current circumstances. I remain at your service and look forward to hearing from you soon.

Sincerely,

[Signature with your name, phone, and email]

B. If you would like to work “virtually” but not sure how to get started

1. Identify the computer you will use to work remotely and that it is dedicated to your work
2. Assure that it is updated and has the proper security settings for working remotely; you may need to upgrade your internet speeds and desktop security; you may need to use a VPN connection
3. Be sure to communicate with your supervisor about what you can and cannot access or work on remotely and be sensitive to client confidentiality and data integrity
4. Organize your workspace in a productive location to assure that you can limit distractions and focus effectively; even if you *can* work with your TV on you should not.
5. Obtain any needed equipment (headsets/earbuds) and applications (e.g., MS Teams) to complete your work efficiently
6. If you will be in video chat meetings, please be aware of your background and assure that it is professional and that you are muted unless speaking.

7. Allow yourself time to become familiar with using remote work platforms and to iron out any wrinkles in advance; learn appropriate work from home protocol (e.g, Can you *really* wear your PJs to “work”? Hint: probably not!)
8. Do pay special attention to online security and client confidentiality when working remotely as it can pose a risk to data integrity.
9. Take extra steps to communicate with your supervisor and co-workers; make sure to keep your calendar up to date regarding when you are “in the office” and when you are unavailable.
10. Be sure your supervisor knows how to get in touch with you if/when something urgent comes up. These are unique times and not everything happens during “regular business hours,” so be prepared to be a strong team player.
11. Do share the information in the following section “Supervisory Resources” to assist your supervisor in making and supporting the shift to working virtually.

VIII. SUPERVISORY RESOURCES

Managing work online doesn't have to be that different from managing work in a face-to-face environment. To assist you in managing your student's work online we're offering the following suggestions.

A. Online or Virtual Internships

Many have heard of virtual internships, but in case this is a new concept for you, virtual internships are sometimes called: no office, invisible office, non-traditional or e-internships. What this means is that the intern's workspace is not located at the internship host's business address.

Virtual internships thrive in a broad range of industries and organizations: entrepreneurial /start-ups; IT/engineering/high-tech, sales/marketing, business/data analytics, cybersecurity, journalism/social media, e-commerce, and even government agencies such as the Department of State – US Foreign Service.

For all the convenience and flexibility of a virtual internship, there are aspects inherent in the non-traditional format that can affect the success and quality of the experience if left unaddressed. The following are some aspects and concerns that come with a virtual internship, both positive and challenging, and suggestions for the intern and internship host regarding how to address them.

Aspect / Challenge	Intern Concerns	Employer Concerns	Suggested Solution
Time, schedule, deadlines, and workflow	<p>Logging time spent working.</p> <p>Clarity on work product, expectations, and time frames</p>	<p>Assigning reasonable expectations</p> <p>Clarifying / achieving deliverable deadlines</p>	<p>Identify internship “schedule”, establish a “clock in” process</p> <p>Hold weekly supervisory meetings to discuss progress</p> <p>Identify shared on-line platforms for sharing work</p>
Supervision	<p>Learning from a subject matter expert</p> <p>Gaining regular developmental feedback and guidance</p>	<p>Assigning a supervisor with the time, interest, and skills to supervise an intern</p> <p>Scheduling time to mentor and guide</p>	<p>Schedule supervisory meetings online.</p> <p>Set up an Internship Learning Plan with any goals and project deadlines.</p> <p>Engage the student in the supervisory process through dialog and asking for their goals, input, ideas, etc.</p>
Communication	<p>Access to the supervisor when information is needed, or questions arise</p> <p>Input that would be offered “in the moment” when in a shared work environment</p>	<p>Access to the intern when updates are needed, or questions arise</p> <p>The need to minimize miscommunication to reduce errors and rework.</p>	<p>Establish “got a minute?” communication strategies for just in time communication needs.</p> <p>Set up schedules when both intern and supervisor are “in the office” to enable communication as needed.</p> <p>Establish shared files for projects and work in-progress</p>
Quality	<p>Gaining a quality internship experience and opportunities to learn from “experts”</p>	<p>Obtaining a quality intern and ability to facilitate quality work products</p>	<p>Provide clarity of expectations when recruiting to assure a good match</p> <p>Establish a clear and thorough on-boarding process for interns</p> <p>Defining quality. Establishing clear criteria for projects. Managing expectations continually.</p>

Resources	Access to employer's resources, software, files, etc. needed to complete internship work	Assumptions that the intern has all the resources needed to complete internship work	Have an open dialog regarding what is provided and what the student may need to have in order to participate in the internship.
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Virtual internships offer the opportunity to develop the strong project management, communication, tech, and planning skills necessary for success in today's global and high-tech work environment. For more information: <http://www.onlinecollege.org/2013/02/28/the-invisible-office-a-guide-virtual-internships/>

B. Supervisor Guidelines and Tips

Challenging times call for challenging our paradigms! Here are suggestions to help supervisors who are used to working with students in face-to-face settings only adjust to working remotely.

1. Don't assume that the student will not be productive. This is the tech generation and they will adapt easily!
2. Ask for their input on online tools that might help you both to manage the work. See our suggestions at the beginning of this document for ideas, but allow them to help you assess which ones might work best for your work.
3. Communicate often. Communicate openly. Build your online relationship and remember that despite the possible temptation, this is not a good time to become a micromanager.
4. Be sure your schedules align - it is very difficult to supervise someone if you are not "at work" at the same time. Schedule regular meetings to help stay on the same page.
5. Be organized - set up online files and help create a clear and orderly work flow.
6. Manage expectations - be clear up front, don't assume, and communicate openly and honestly and from a place of trust when adjusting expectations.
7. Give yourself permission to be creative. You may come up with strategies that are unique to the two of you and the work you do, and that's perfect!
8. Create routines that emulate office life. For example, give your team time for a coffee break or to (figuratively) go out to lunch. Allow them to tell you "I'll be back in a few minutes" without saying where they're going.
9. Keep in mind that working remotely is here to stay, at some level. Both you and your student are gaining valuable skills from this shift and it will likely transform how you work even if/when things return to "business as usual."
10. Remember that your USF team is here to help if you're challenged by this shift or struggling in some way. We're here to assist you as we all navigate this "new normal" for whatever period of time it may exist.

IX. CONTACT US FOR ASSISTANCE OR INFORMATION

Internships and Student Employment: Justin Hultman, Assistant Director – Engaged Student Employment in the Office of Internships and Career Readiness, jhultman@usf.edu

Student Employment and Career Readiness Badging Program: Eric Rivera, Coordinator of Student Employment, erivera4@usf.edu
sacsstudentemployment@usf.edu / sacsinternships@usf.edu

Community Engaged Learning: Dustin Krein, Program Planner, dustinkrein@usf.edu

Career Planning and Development: Juan Henry, Career Consultant, juan4@usf.edu

APPENDIX

Using Experience to Build Competencies

Students can build experience toward workplace success through a broad range of experiential opportunities. Please consider the following as examples of how and through what opportunities students can gain skills that are relevant to their post-graduation careers and success.

Skill Building Category	Skill Examples	Experience Examples	Source for finding the Experience
Specialized Competencies	Technology – tech trouble-shooting; Leadership – coordination of team/project; Critical Thinking – decision making/data analysis	Intern on tech team, marketing copy editor, campaign coordinator, insurance support team	Internship (paid) – Handshake; Micro-internship – Parker Dewey; Campus org. leadership (e.g., SG Officer)
Intermediate Competencies	Teamwork – customer care team; Diversity – collaborates well with broad range of people; Leadership – takes initiative	Coordinating Non-Profit Fundraiser; Tutoring; Tech support service counter, Sales lead generator; on-campus team lead;	Community-Engaged Learning lead; Knack (tutoring); Campus Org involvement (responsibilities); Part-time job; initial internship (unpaid)
Beginning Competencies	Communication – Customer Service; Professionalism – problem solving/ personal accountability	Grocery store cashier, restaurant server, retail associate, camp counselor, etc.	Community Engaged Learning; Campus Orgs.; Part-time jobs – Handshake, careers@usf, Indeed, etc.
Employability Skills	Dependability, reliability, takes responsibility for job duties, courteous, follows directions, etc.	Pet walking, babysitting, housesitting, dishwashing, restaurant host, grocery bagger	Volunteering; Part-time jobs/ “gigs” - QuadJobs, Want Ads, Coffee shop flyer, word of mouth, etc.

Important Human Resources and Employment aspects related to Internships and/or Part-Time Employees

Employment Status and what that means

Interns/Co-op – When you work as an intern, even though you have a offer letter with specific dates of the internship, you still function as an “at will” employee meaning that you work at the will of the employer and may be released for any reason in accordance with the organization’s human resources policies. Your status is as a seasonal or temporary employee, and therefore, you do not earn “unemployment” and cannot file for such benefits if you are released early from your position.

If you are a paid intern depending on how the organization hired you, you may either have a W-2 and file taxes based on your tax withholding information, or you may have been hired as a 1099 or independent contractor in which case you will need to reconcile your taxes when you file your annual tax return.

Part-Time Employment – The same is true for part-time employees since you are also “at will” employees and considered temporary or seasonal and not eligible (in Florida) for unemployment insurance, although some positions may qualify for some of the Covid-19 relief funding depending on the special circumstances (these are administered through state or federal agencies).

International Students

Internships/Co-op: USF International Students who are eligible for CPT (Curricular Practical Training) can work as interns or in co-op without the need for additional paperwork or documentation on the part of the employer or internship host, as long as the position title and description of activities are a match for the student’s major and in compliance with the student’s visa requirements.

<https://www.ice.gov/sevis/practical-training>

Internships/Co-op must be supported by an appropriate experiential learning course either through their major or the Office of Internships and Career Readiness. International Student approves CPT eligibility and is overseen by USF International Student Services in collaboration with the Office of Internships and Career Readiness.

Part-time or Full-time employment: International students may work on campus. They are not eligible for micro-internships if/when academic course support is not associated.

If US citizenship is a requirement of the job, the description *must specify the reason for this*, otherwise the position must be posted as open to US Citizens, Permanent Residents, and F1 Visa holders (Immigration and Nationality Act § 274B, 8 U.S.C. § 1324b)

Hiring F1 Visa students and other foreign nationals does not involve sponsorship or extra paperwork. From the employer's perspective, it is no different than hiring a U.S. student or permanent resident.

For more information:

The Office of Special Counsel for Immigration-Related Unfair Employment Practices

Paid vs Unpaid – The Department of Labor Fair Labor Standards Act

Employers often ask the question regarding whether or not to pay interns. In most cases the answer is that yes, the intern should be paid.

Your organization is likely required to pay interns if:

1. Your organization has at least two employees
2. Your organization's annual dollar volume of sales or business done is at least \$500,000
3. Your organization is *not* a hospital, medical or nursing facility, school/preschool, government agency or charitable non-profit organization which is largely supported through a volunteer work-force.

NOTE: A student's ability to earn course-credit is not a determining factor regarding pay. If the internship provides training of the caliber as that of the university and does not directly benefit (in terms of work productivity) from the intern, that organization may be able to justify a limited period for an unpaid internship (e.g., the duration of one or two semesters).

Additionally, it is the *student* who pays for the academic credit, rather than the business and therefore, they essentially pay for the unpaid internship. Many students do not require these credits to graduate and some degree programs consider these as "elective" credits and not as credit required for graduation. A majority of our students must work to help support themselves and an unpaid internship creates a financial burden. A final note is that unpaid internships are not as competitive in our Handshake marketplace as paid internships.

Additional DOL-FLSA information:

When a site uses unpaid interns, certain guidelines must be followed to conform to the Fair Labor Standards Act. This act applies to all employers, government, non-profit, and for-profit. Typical permitted volunteer sites include government agencies, hospitals, charitable non-profit agencies and the like. Persons already employed by such an organization cannot volunteer the same type of services as their job during the weeks they are employed. Commercial businesses may not ever legally utilize

unpaid volunteers. Unpaid intern status is permitted but there are very few circumstances to which this applies (see below).

- The work experience is designed to benefit the intern more than the organization. The employer may not derive immediate benefit from the activities of an unpaid intern. The law wishes to ensure that the internship is a learning experience for the student and not merely a way to get unpaid labor.
- According to the Fair Labor Standards Act Fact Sheet of April 2010, students who do unpaid work that "benefits" a profit-making company may claim back wages and civil penalties. They are entitled to minimum wage of \$8.00 per hour or the state minimum wage, whichever is higher.
- Work performed by an unpaid intern must be directly related to his/her coursework and linked to specific course learning outcomes. In other words, it functions as an extension of the curriculum.
- An unpaid intern may not perform work also done by employees (and thereby serving as an unpaid employee). Regardless of pay, the organization must serve as a co-educational facility and must teach the intern a career-relevant skill, a process, how to use equipment, and about the business and/or industry in which the student is seeking a career. The intern may not serve as a "go-fer", or do the "grunt work" that others do not want to do, or provide a miscellaneous function with no clear career path to professional-level work.
- The intern is not guaranteed a job upon completion of the internship. This ensures an organization cannot require a person to work for free in order to get a job in the future.
- The intern cannot displace existing workers or directly take on the duties of a fired or laid-off employee. This ensures a regular worker will not be removed and the duties assigned to an unpaid intern. Also, there may not be more unpaid interns on "staff" than there are paid staff members.

*If you are providing an unpaid internship please complete USF's Internship Agreement form, which can be provided and completed on-line. Contact Lynn Chisholm, Dir. – Office of Internships and Career Readiness at lynnchisholm@usf.edu for more information.

Insurance and Liability

USF does not insure students/ interns. Interns are typically covered by the organization's risk management policies/procedures and insurance as any other employee would be. Exceptions are interns completing their required internships through USF-Health or the College of Community and Behavioral Sciences for which students pay fees that cover their internship liability insurance.

Workman's Compensation: If a student is on a paid internship or a paid cooperative education site, the employer's Workman's Compensation covers the student in the event of a workplace accident or injury. A business may have an insurance rider that would cover an unpaid intern or anyone serving in a "volunteer" capacity, but the student intern should confirm this through the organization's Risk Management division in order to know the status of his/her coverage while at an internship site. If taking on interns for the first time it would be helpful to check your risk management and workman's comp policies.

Health Insurance: A student may be covered by their own health insurance or that of a parent (up to age 26 if applicable). Employers with 50+ employees are required to offer employees health insurance under the ACA. Interns who are short-term and part-time may not be included in the ACA and/or may opt out to use their own insurance coverage. Full-time (30+ hours/week over 120 business days in a 360 day period) paid interns must be offered insurance and count towards the company's FTE (full time equivalent employee "headcount"). Full-time unpaid interns, and full-time government interns may be excluded. Interns categorized as "seasonal" or "contract" workers may also be excluded.

Obtaining Insurance: Interns who do not currently have coverage, may opt to obtain insurance through USF, through a private insurance carrier, or through the Affordable Care Act Insurance Exchange (for individuals who qualify). USF offers three options: the voluntary plan, GA, or mandated coverage.

International students are required to have approved insurance in place in order to attend USF.

For more information on USF student insurance options:

<http://www.usf.edu/student-affairs/student-health-services/insurance/needcoverage.aspx>

LIABILITY

Florida Volunteer Protection Act: If a student is functioning as an unpaid intern in a non-profit setting, they are protected against any legal liability while performing within the scope of assigned responsibility unless the student has received a stipend for services.

AUTO

Auto Insurance: Some internship or part-time employment may require the student carry their own auto insurance if the student is driving as part of their job. Students will need to inform their auto insurance provider if the internship/job will impact coverage in the event of an accident.

Note that an increase in charges for extended coverage may apply, and if not reported to the insurance company in advance the insurance company may deny any related claims.

In summary, students are responsible for obtaining the insurance coverage needed for personal liability, health, and/or auto when required by and/or not covered by the internship site or through another means (e.g., personal insurance). Proof of coverage may be required prior to the start of the internship in such cases. USF is not responsible for any illness, accident, or injury sustained by the student while on an internship.

For more information:

<https://www.naceweb.org/s04012015/healthcare-coverage-under-affordable-care-act.aspx>

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