

ACE-WIL Virtual Town Hall #3: Virtual Internships

Hosted by Helena Prins, Advisor, Bccampus
& Jennie Nilsson, ACE-WIL President

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Association for
Co-operative Education
and Work-Integrated
Learning

BC/Yukon



BCcampus

Learning. Doing. Leading.

For thousands of years the səliiwətaʔt təməx^w (Tsleil-Waututh), Skwxwú7mesh-ulh Temíxw (Squamish), WSÁNEĆ, and the Songhees Nation of the Lək^wəŋən (Lekwungen) Peoples have walked gently on the unceded territories where we now live, work, and play. We are committed to building relationships with the first peoples here, one based in honour and respect, and we thank them for their hospitality.



Before we start:

- 1) We are recording this session
- 2) Please mute your audio and turn off your video unless you are speaking
- 3) Add questions or comments in the chat box, at the bottom right of your screen.
- 4) Use the hands-up icon if you would like to speak rather than type.
- 5) Please answer the poll question



Agenda

1) Guest panelists - Let's talk virtual internships:

- Breanne Stoudt (Human Resources Advisor at BCI)
- Jennifer Husband (Campus Program Manager at QuadReal Property Group)
- Darelle Odo (Co-op Coordinator, Simon Fraser University)

2) Discussion:

- What does a meaningful virtual internship look like?
- How do you provide a positive work experience for students while not being able to meet face-to-face?
- How do you ensure engagement and connection when hosting a student in times of social distancing?
- What are others seeing?

**Breanne Stoudt, Human Resources Advisor,
BCI**

BCI's Virtual Work Term

SUMMER 2020

41 co-op students & interns

(26 returning students, 15 new students)



Asking students to remain where they are

Shipping laptops with remote access



Utilizing WebEx for video calls & messaging

EVENTS & ACTIVITIES

Virtual Orientation

Virtual Learning Activities:



- CEO Q&A
- Co-op & Intern Reading Club
- Speaker Series
- Virtual Coffee Chats

Virtual Social Activities:

- Welcome Lunch
- Buddy system



TRAINING



Training for Supervisors on **Managing Students Remotely**

- Twice daily check-ins
- Focus on outcomes not tasks
- Provide opportunities to socialize and build support network

Training for Students on **How to Work Remotely**



- Home office set up
- Update your manager regularly
- Self-care & resources

Jennifer Husband, Campus Program Manager at QuadReal Property Group

VIRTUAL INTERNSHIPS

Maintaining a meaningful and engaging experience

- **Internship Calendar**

- Outline the important things happening schedule wise so both Intern & Manager are on the same page
- Scheduling in regular 1:1s with Managers & Teams
- Mandatory to have cameras on

- **Internship Speaker Series / Fireside Chats**

- Providing an opportunity for interns to learn about the whole company
- Meet the CEO for Q&A
- A means to build professional networks

- **Welcome Email**

- Sent from the hiring manager to their team/department
- Welcome Ecard signed by everyone
- Get the Intern to create a slide about themselves for introductions

- **Campus / Recruiter 'Office Hours'**

MAY 2020

Monday	Tuesday	Wednesday	Thursday	Friday
27	28	29	30	1
Welcome Interns 4 QuadReal 101/Employee Essentials & IT Onboarding (3.5hrs) <i>Interns 1:1 w/ Manager (1hr)</i> <i>Interns 1:1 w/Team Members (15min per person)</i>	G'morning Interns (Group Call) 30min <i>Interns touchbase w/Manager (30min)</i>	G'morning Interns (Group Call) 30min Wk1 Intern Speaker Series (1hr)	1:1 Touchpoints w/ Campus (15mins each) 7 <i>Interns touchbase w/Manager (15min)</i>	G'morning Interns & How's the first week (Group call) 1hr 8 Intern & Manager/Team Virtual Happy Hour
Wkly Intern WFH Challenge 9 Weekly Intern Group Touchpoint (30min) <i>Intern & Manager Connect (30min)</i>	Wk1 IM Resi Intern Speaker Series 1hr 12	Weekly WFH Email Tip 13 <i>Intern & Manager Connect (30min)</i>	Wk2 Intern Speaker Series (1hr) 14	Intern & Manager/Team Virtual Happy Hour 15
Victoria Day 18	Wkly Intern WFH Challenge 19 Intern & Manager Connect (30min) Wk2 IM Resi Intern Speaker Series 1hr	Weekly WFH Email Tip 20	Wk3 Intern Speaker Series (1hr) 21 <i>Intern & Manager Connect (15min)</i>	Intern & Manager/Team Virtual Happy Hour 22
Wkly Intern WFH Challenge 25 Weekly Intern Group Touchpoint (30min) <i>Intern & Manager Connect (30min)</i>	Wk3 IM Resi Intern Speaker Series 1hr 26	Weekly WFH Email Tip 27 <i>Intern & Manager Connect (15min)</i>	Wk4 Intern Speaker Series (1hr) 28	Intern Group Virtual Happy Hour (1hr) 29 Intern & Manager/Team Virtual Happy Hour

VIRTUAL INTERNSHIPS

Maintaining a meaningful and engaging experience

- **Intern Work from Home Challenges**
 - Give them an opportunity to learn something new
 - Incorporate their direct reports/teams
 - Virtual Scavenger Hunt / Teams / What do you miss / taking healthy breaks
 - Offer prizes
- **Professional Development Challenges**
 - They aren't necessarily getting the 'in office' experience
 - Create challenges (ie: Elevator Pitch Challenge)
 - Innovation Challenges / Case Competitions
- **Virtual Networking/Social Events**
 - Take what you would have done in person and convert it to a virtual platform
 - Provide coffee cares / send pizza
 - Providing them the opportunity to connect with other teams/leaders



Darelle Odo, Co-op Coordinator, SFU

SFU COOPERATIVE EDUCATION

Darelle Odo



SFU

Top three items
students look for
in a virtual co-op

1. Learning
2. Expectations
3. Tools

LEARNING

Just like any other work term, co-op students are looking to learn about a certain field, industry, business, build a network, and develop personally and professionally.

Co-op work term:

- Month 1 – Three Learning Objectives
- Month 2 or 3 – Virtual site visit
- Month 3 – Supervisor evaluation
- Month 4 – Student completes end of term reflection assignment





EXPECTATIONS

Setting expectations is especially important in this environment, such as:

- Working hours
- When the student needs to check in and how (e.g. email, slack, video conference, phone or some other method)
- Who the student reports to
- The work norms (e.g. breaks, goals, KPIs, celebrations and etc.)
- What to wear
- How to ask questions

TOOLS

Students need the proper tools to do their job, such as:

- Computer
- Monitor
- Keyboard
- Mouse
- Software
- Head set
- Chair
- Lighting
- Other items





Questions?

Jennie Nilsson, President, ACE-WIL

1. Discussion:

1. What does a meaningful virtual internship look like?
2. How do you provide a positive work experience for students while not being able to meet face-to-face?
3. How do you ensure engagement and connection when hosting a student in times of social distancing?
4. What are others seeing?

2. Looking ahead



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Thank you everyone!



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