



Intern Program Standard Operating Procedure

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UNIVERSITY OF MINNESOTA
Driven to DiscoverSM

Company Background



- **At the University of Minnesota**
- **Outreach to MN Businesses**
 - Develop industry-tailored solutions
 - Stop pollution at the source
 - Increase efficiency
 - No cost service
 - Cost-share for intern program
- **Save money on disposal and material costs**
- **Decrease regulatory compliance burden**

- **Intern program**
 - 15-20 projects annually
- **Program provides students with applicable work experience**
- **Projects offer in depth solutions for companies**

Intern Program

- June-August
- 500 hours
- Students are paired with a company
- Company advisors and MnTAP advisors
- Solutions Report
- Symposium (today!)



My Project – Program Standard Operating Procedure (SOP)

Built two guides

Inward use

- MnTAP specific details
- Strictly SOP
- EX: specific grant information, pay structure, employee information

Outward

- Generalized
- For other organizations
- Written to be more of a how-to than an SOP

Goal:

Make it more easily understood by all employees

- Guide to pass down
- Ensure consistency
- Avoid confusion or mistakes

Allow for other organizations across the country to adapt it

- More learning opportunities for students!

Outcome

Two comprehensive guides that will allow for anyone to easily run or recreate the program

Approach

Mastering Word and memorizing file paths

Step 1: Examine existing materials

Step 2: Synthesize and update old materials

Step 3: Fill in the blanks

Step 4: Build an easy to follow guide structure

Step 5: Finalize content and design details

Step 1: Examine existing materials

- Previous SOP Drafts
- SOP's for specific aspects
- Old informal guides
- Advertisements

This PC > mntap (\\files.umn.edu\sph\enhs) (Y:) > _Common > Intern Program > SOPs

Name	Date modified	Type
2021 SOP Guide - Intern Project	8/6/2021 3:51 PM	File folder
Admin Assistant	6/22/2021 10:48 AM	File folder
Archives	7/28/2021 1:54 PM	File folder
Company Recruiting Selection	7/28/2021 12:21 PM	File folder
Literature	5/6/2021 9:44 AM	File folder
Old Resources	7/30/2020 12:24 PM	File folder
Partnership and Funding	8/30/2017 2:42 PM	File folder
Results	8/30/2017 2:43 PM	File folder
Student Recruiting Selection	7/20/2021 12:15 PM	File folder
Student Supervision	8/30/2017 2:41 PM	File folder

A little peek into what I was working with

Step 2: Synthesize and update old materials

Create one big document to compile all the info into

Step 3: Fill in the blanks

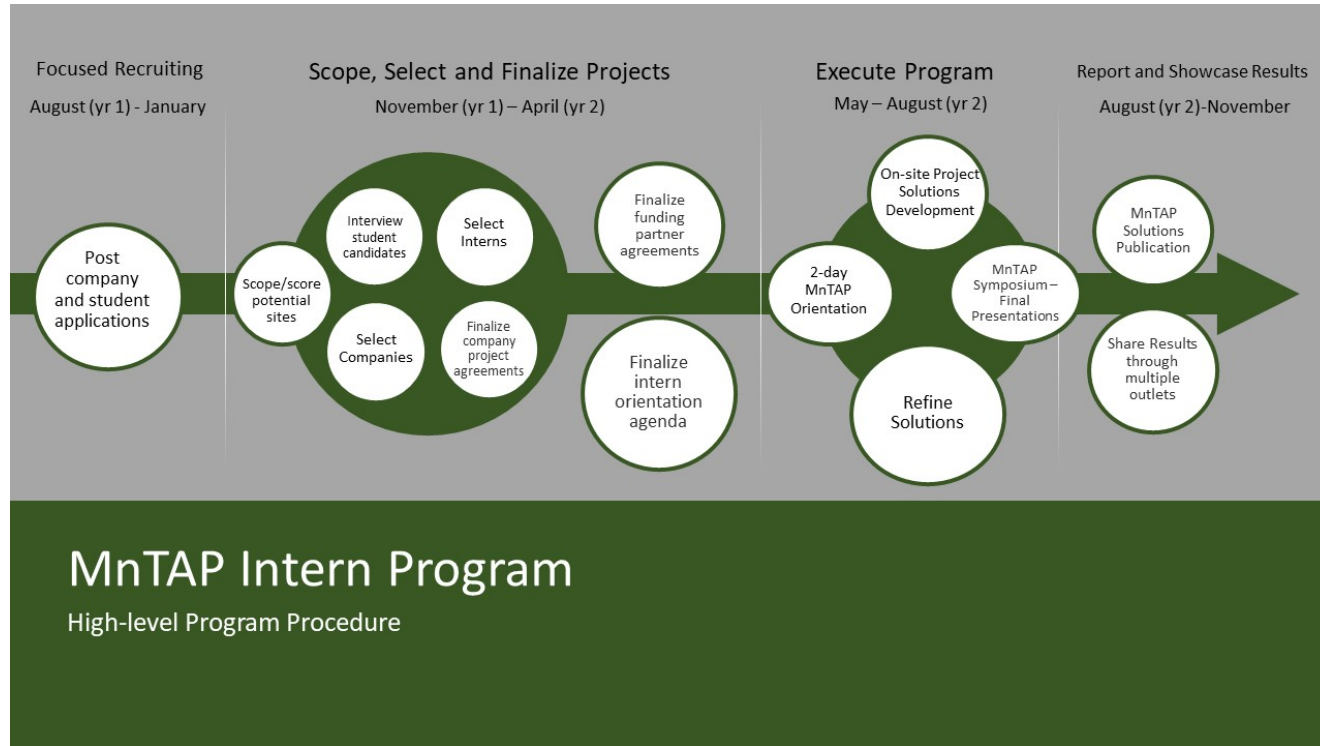
Produce and add all new content required

Step 4: Build an easy to follow file structure

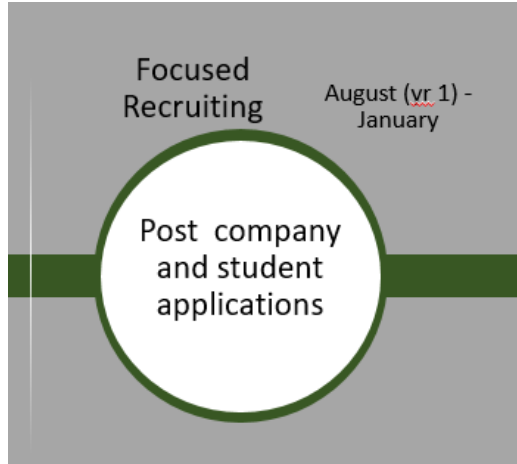
- Use Word navigation tools to make the document interactive
- Order flows well
- Four phases



Four Phase Structure



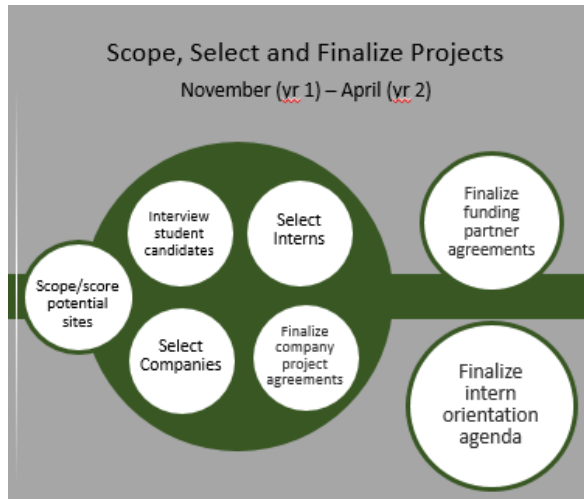
Phase 1 - Recruiting



- ▲ Phase 1 – Recruiting
 - ▲ 1.1 Intern Candidate Recruiting
 - Recruitment Timeline
 - ▷ Recruiting Activities
 - Roles and Responsibilities
 - ▲ 1.2 Student Applications
 - Application Intake – Jotform
 - Minimum Requirements
 - ▷ Application Intake and Filing
 - ▲ 1.3 Company Recruitment
 - General Recruitment Timeline
 - ▷ Summary of Company Recruit...
 - Roles and Responsibilities
 - ▷ In Depth Timeline
 - ▷ Project Funding
 - ▲ 1.4 Company Applications
 - Developing and Reviewing Co...

Document navigation tool

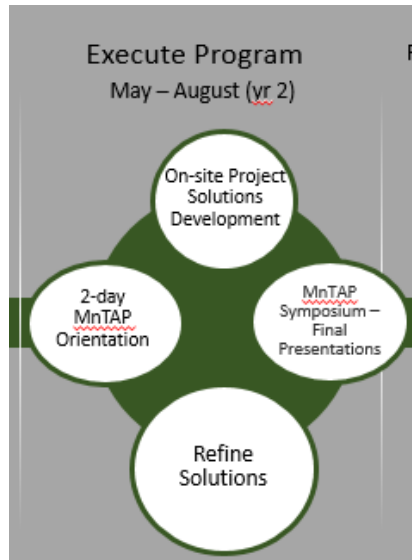
Phase 2 – Scope and Select



- ▲ Phase 2 – Scope and Select
 - ▲ 2.1 Scoping Potential Sites
 - ▷ Site Visits
 - ▲ 2.2 Final Selection of Companies
 - ▷ Team Selection Meeting
 - ▷ Company Agreements
 - ▲ 2.3 Interviewing and Selecting Int...
 - ▷ Interviews

Document navigation tool

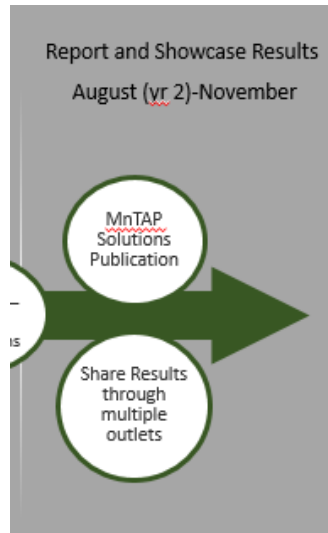
Phase 3 – Execute Program



- ▲ Phase 3 – Execute
 - ▲ 3.1 Orientation
 - ▷ Content
 - ▲ 3.2 On Site Project Solutions Dev...
 - MnTAP Advisor Role
 - 3.3 Refine Solutions
 - ▲ 3.4 Symposium
 - ▷ Planning
 - ▷ Day of Event

Document navigation tool

Phase 4 – Report and Showcase



- ▲ Phase 4 – Report and Showcase
 - ▲ 4.1 Solutions Publication
 - Roles and Responsibilities
 - Detailed timeline
 - ▲ 4.2 Share Results
 - Solutions Mailing

Step 5- Finalize content and design details

- Proofread
- Check to make sure all necessary information is included
- Have others proofread to ensure it's user friendly
- Outward-facing guide
 - Finalizing content, format
 - Targeting share date of end of Sept 2021

Phase 1 – Recruiting

1.1 Intern Candidate Recruiting

Quality intern recruitment is crucial for the success of the program. Ensuring that the organization is getting the best candidates possible means carefully enacting multiple channels of recruitment. This section will delineate the recruitment timeline, recruitment tactics, and the multiple roles required in this process.

Recruitment Timeline

September - October: Touch-base week 1 or 2 (all staff)

- Revise student application and post online
- Revise student recruiting materials as needed
- Revise student interview questions as needed
- Create recruitment campaign
- Revise list of colleges and update contacts
- Register for Spring Engineering Career Fair and Environmental Fair
- Train student admin on application tracking

November: Touch-base week 1 (all staff)

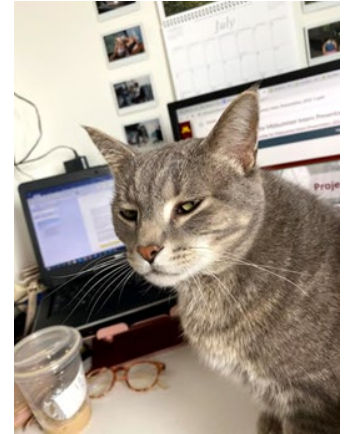
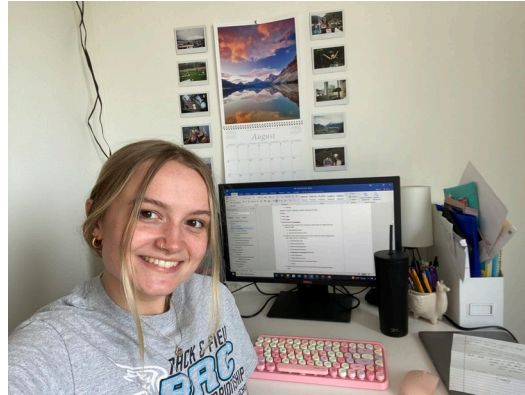
- Begin review of student applications and conduct interviews as necessary
- Follow up two weeks after interview and meet with advisors to discuss candidacy
- Provide applications to advisors to review and select interview candidates

Example page

Personal Benefits

Learned a lot

- MnTAP and how technical assistance programs work
- How to run an amazing intern program
- Time management on large projects
- How to work remotely without getting (too) distracted





Company Applications – Get your company involved!

Check out our website at <https://mntap.umn.edu> for more info on how to apply