ARTS & HUMANITIES REMOTE INTERNSHIP TOOLKIT

A guide for artists & creative nonprofits & businesses for successfully launching remote internships.

UMass Amherst Arts Extension Service
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WHAT IS A REMOTE INTERNSHIP?

Remote internships are professional learning experiences offered online or digitally. Students work with organizations and businesses through virtual methods such as video call, phone, email, and instant messenger. Arts Extension Service (AES) is here to provide meaningful ways for our students to complete their internships and offer guidance for your organization or business to successfully implement a remote internship.
STEPS TO ACQUIRE AN INTERN.

1. Create an Internship Listing Using Our Templates
2. Submit Your Listing to AES.
3. Attend an Internship Fair.
4. Interview and Follow-up with Candidates.
5. Select Your Intern and Follow the Guide to Creating A Successful Remote Internship.
Get started with your remote internship listing. AES provides several internship templates that are applicable to any field.

The templates include:

- Arts Marketing and Communication Internship.
- Arts Fundraising and Development Internship.
- Arts Programming Internship.
- Research Internship.

If your internship offers unique offerings that do not apply to these templates, you can create a listing that fits your opportunity.

How to Offer a Remote Internship

Select the template(s) that best suit your internship offering(s) and organizational and business needs. Add details relevant to your specific internship to make your posting unique. Submit your internship listing. AES will review the posting, host it on our website then promote your internship listing to students through Handshake, a student career network, and other UMass departments and communications.

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VIRTUAL INTERNSHIP FAIR

Connect directly with students by attending the upcoming Virtual Arts Entrepreneurship Initiative's Arts and Humanities Internship Fair. Meet students and learn about their skills and interests from the comfort of your office or studio. Introduce them to your organization or business and the internship opportunities you are providing.

Fairs happen semiannually in September and February. Find out about upcoming fairs here.

Space is limited, so RSVP today!

RSVP
SEVEN REMOTE INTERNSHIP TIPS

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Start with an orientation.

Create an orientation plan for the intern to introduce them to your organization or business. Review communication guidelines, go through the schedule and goals, introduce the intern to staff and key team members and walk through projects, file sharing systems, and goals for the internship. Include shared documentation of this orientation with links provided to pertinent information.

Ideally this can be shared in a cloud-based document such as Google Doc so files can be updated as needed. This may be the student’s first experience in a professional position or virtual office, so leave time for questions. Beyond the initial interview, take this time to learn more about your intern and what skills and goals they would like to take away from this internship.
Create structured communication with flexible work times.

Schedule at least two standing weekly meetings between the supervisor and interns. Consider having a meeting at the beginning of the week and another on Thursday or Friday. Communication should extend beyond these meetings to include frequent check-ins through email and/or messages. Have interns schedule specific times that they will be online to designate work time to projects. Have them track their hours each week and send project updates. Be mindful that students follow academic schedules. Academic semesters are 12 - 13 weeks and students have less time during midterms and at the end of the semester. They may be unavailable during Spring or Thanksgiving breaks. Discuss semester dates at the beginning of the internship and check-in periodically about updates.
Allow for individualization.
The best internship experiences simultaneously give the intern the opportunity to learn about what interests them while meeting the needs of your organization or business. This means you can identify areas where you need support (developing a social media plan, researching and writing grants) and help the right intern be inspired to work with you. Create a Balance. Get your needs met while teaching or guiding your intern so they learn while doing. You get the work done and they learn how to do it. Discuss with the intern to shape the exact projects the intern will do.
Be clear, provide timely feedback, and offer context.
Set clear priorities for interns and review work and progress on a timely basis. Give specific guidance on projects, deadlines, and how you would like to receive the deliverables. Provide context for the project and how this work will impact the organization or business.
Pick your tools.

Select the best way to communicate with your intern(s) and give them guidance on how your organization and business uses these tools. UMass students have access to many tools including Zoom, Google Drive, Google Calendar, MS Office 365, and others. Additional communication and remote work tools that may be helpful in creating a project schedule for remote work include Asana, Basecamp, Trello, and Slack* and other cloud-based project organizing apps.

*Note: AES does not endorse these tools.
Engage students with colleagues.

One crucial lost link in remote internships is that potential to network in-person. In an office you might introduce an intern to a visitor, grab a coffee with a colleague, or provide an introduction to a future employer or mentor. If possible, schedule time for the student to participate in meetings, introduce them to a colleague, and encourage informational interviews with people in their field.
Give evaluation and constructive feedback. Provide measurable progress and constructive feedback on the students' work. Remember this may be the first time the student has worked in an independent environment so your feedback is very important. The intern's commitment and passion to work may be as important as the final deliverables. Some students may be interning for credit. Instructors may ask if you are willing to share an evaluation of your experience and AES is always here to help!
ONBOARDING CHECKLIST

☐ Review communication and policy guidelines.

☐ Go through the schedule and goals.

☐ Introduce interns to staff and key team members.

☐ Walk through projects together.

☐ Establish, discuss, and show through screen share, the file sharing systems and tools that will be used during the internship.

☐ Share pertinent documents for the internship.

☐ Establish mutual goals for the internship with interns.

☐ Choose selected times to meet during the week.

☐ Invite intern to weekly meetings through a calendar with video meeting links.

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What does AES require me to do as an internship provider?

By posting an internship through the AES and UMass Amherst Career Services, you agree to the following memorandum of understanding (listed on the AES Internship Posting Form):

- Inform the Arts Extension Service if you get an intern from your posting through the AES website and Career Services database.
- Allow the Arts Extension Service a site-visit (if requested) while you are working with your intern.
- Follow the U.S. Department of Labor internship guidelines (See following page).
- Fill-out a simple evaluative survey at the end of your intern’s internship, to help AES better support arts and culture internship providers.
How is an intern different from an employee?

This is the most commonly asked question. The U.S. Department of Labor set six criteria to help determine if your offering is an internship or should be a paid job:

- The internship, even though it includes actual operation of the facilities of the employer, is similar to training which would be given in an educational environment;
- The internship experience is for the benefit of the intern;
- The intern does not displace regular employees, but works under close supervision of existing staff;
- The employer that provides the training derives no immediate advantage from the activities of the intern; and on occasion its operations may actually be impeded;
- The intern is not necessarily entitled to a job at the conclusion of the internship; and
- The employer and the intern understand that the intern is not entitled to wages for the time spent in the internship.
Pay my Intern?

While not required, offering a paid internship provides many advantages to your organization or business.

- Offering compensation will attract top candidates and create a competitive interest in your internship position.
- Paid interns are more likely to contribute to your team.
- Adding a paid internship to your budget, shows the true need for the position and shows funders the need for budget growth.

How to pay my intern?

- Include a budget line in your grant applications for your internships (stipend or hourly pay).
- Join the community agencies that offer Federal Work-Study through UMass Amherst.
- If you can't pay now, offer students access to your resources such as paid service subscriptions or use of equipment for their personal projects.
- Encourage students to intern for course credit. Tell them to contact AES for details.

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QUICK LINKS

UMass Amherst
AES Internship Templates
AES Internship FAQ
AES Organization Resources
AES Post Your Internship
HFA Advising and Career Center
Handshake
UMass Career Services
Sign-up for the Arts & Humanities Internship Fair

Collaborative Tools & Resources
Adobe Express
Asana
Basecamp
Canva
Foundation Directory Online and Grant Databases*
Google Apps*
Microsoft Office 365 Education (Word, Excel, PowerPoint, OneDrive)*
Slack
Trello
Zoom*
*UMass students have access to these tools through the University.

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Internship Guideline Sources / Adapted From:

- UMass Career Services, Internships and Co-ops.
- University of Portland Career Center Virtual Internship Guidelines As adapted from California State Fullerton, Proposed Remote/Virtual Internship Guidelines.
- The Yale Office of Career Strategy, Tips & Guidelines for Employers to Create a Remote Internship.
UMASS ARTS ENTREPRENEURSHIP INITIATIVE

The Arts Entrepreneurship Initiative is a project of the Arts Extension Service, funded by partners to provide the Arts & Humanities Internship Fairs and the AES Internship program. The Initiative works to advance our region’s culture, community, and creative economy by strengthening ties between students, artists, community leaders, and the University. The Initiative’s programs include internships, courses, workshops and professional development trainings, and consulting.

FOR FURTHER INFORMATION
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