



TECH APPRENTICE

High School Internship Program

BATEC

National Center of Excellence for Computing & Information Technologies

October / 2013

About BATEC:

BATEC (Broadening Advanced Technological Education Connections), a National Science Foundation-funded Center for IT Education, is dedicated to the complex mission of developing career-focused pathways to high technology education and practical work experience for motivated, typically underserved high school, community college and university students in four urban regions – Boston, Chicago, San Francisco and Las Vegas. These four regions feature a high demand for skilled labor coupled with great opportunities for building new connections in skills-training and workforce development. Learn more about BATEC at www.batec.org.

About Boston Private Industry Council:

The Boston Private Industry Council (Boston PIC) is a public-private partnership that connects business, the Boston Public Schools, higher education, government, labor, and community organizations to create innovative workforce and education solutions. The Boston PIC serves as the connection between education and workforce, between school and career, and between classroom and the workplace. Boston PIC initiatives thrive on the synergy created when business and community needs overlap. The result is a win-win situation: Businesses develop the workforce they need and Boston residents gain access to career opportunities and higher incomes. For more information, please visit www.bostonpic.org

About TechBoston:

TechBoston is a division of the Boston Public School's Office of Instructional and Information Technology that supports advanced technology and engineering programs to equip students with high-tech skills essential for success in careers and post-secondary education. TechBoston is a partner in BATEC and provides academic and programmatic support for students interested in pursuing computing degrees. For more information, please visit www.techboston.org

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EXECUTIVE SUMMARY

The Tech Apprentice (High School) program is the result of a partnership between TechBoston/Boston Public Schools (BPS); the Boston Private Industry Council (Boston PIC) and The Boston Public Schools—Office of Instructional and Information Technology (OIIT). The implementation was sponsored and supported by BATEC, a National Center of Excellence for Computing and Information Technologies.

The Tech Apprentice Program is available to students who are considering technology degrees and careers and provides them with a work-based experience to help them to understand the options available in the high tech arena. These students, prior to the internship, participate in a mandatory job readiness training to prepare them for the workplace.

The internship runs for seven weeks in the summer from July to August, during which Tech Apprentices are paid \$10/hour for 35 hours/week and earn approximately \$2,500 over the course of the summer.

The program was initially launched in 2006, and since its inception over 600 students of the Boston Public School System have been placed in technology-oriented internships. Approximately 98% of these students have gone onto college and over 76% have chosen computing-based majors.

This past year (Summer 2013), the program placed more than 125 students in technology-oriented internships.

This guide was designed to assist other educational institutions that are interested in creating a comparable program.

In addition to this guide, the Boston Society of Information Management sponsored the development of video describing the Tech Apprentice program. The video was developed by alums of the program and is available from the Boston Private Industry Council. (<http://www.bostonpic.org/feature/tech-apprentice-video>).

We acknowledge the contributions and dedication of the following individuals who are responsible for the outstanding results and success of this program

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OVERVIEW

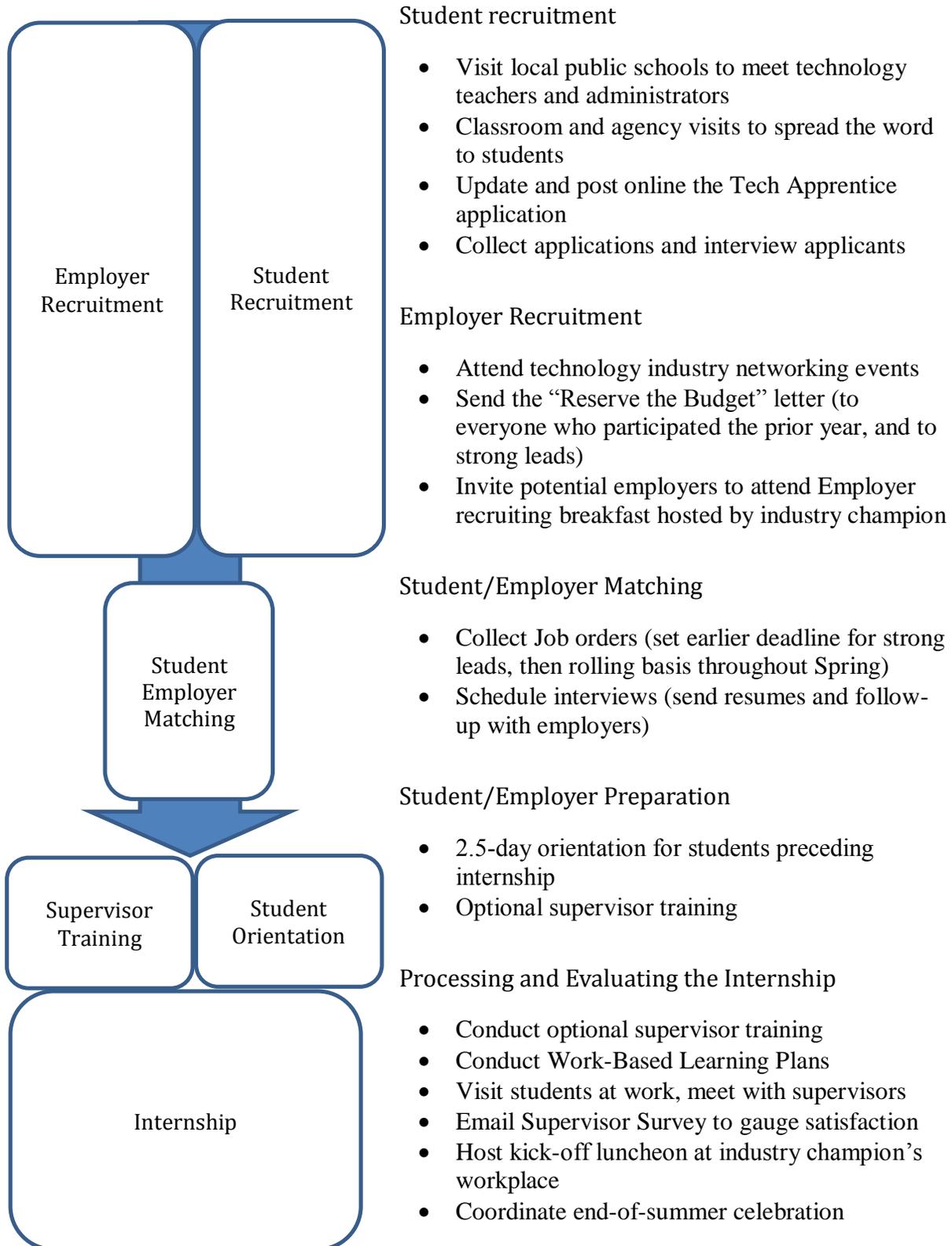
The Tech Apprentice (High School) Program is a proven model for placing talented high school students who are interested in pursuing a career in technology into paid summer internships. Students work on a range of technology projects based on employer needs and the skill level of the individual intern. Examples of Tech Apprentice placements include desktop support, web development projects, graphic design projects and advanced projects such as the design of an Apache web service front end with a MySQL backend database.

Applicants to the Tech Apprentice Program undergo a rigorous screening process with several rounds of interviewing and resume preparation. Accepted apprentices participate in a two-day professional development orientation that is designed to help students to learn the etiquette of appropriate workplace behavior. In addition, the program offers employers optional training for managers who are supervising high school students for the first time.

The audience for this guide is nonprofit program administrators and education practitioners who are interested in learning how to structure and manage a program placing high school students in technology internships. It offers step-by-step instruction of each of the following key activities.

- Section 1: Student Recruitment
- Section 2: Employer Recruitment
- Section 3: Student/Employer Matching
- Section 4: Student Preparation
- Section 5: Processing and Evaluating the Internship

TIMELINE



Section 1: Student Recruitment

The responsibilities of the internship facilitator who coordinates student recruitment include:

- Soliciting applications from students
- Managing the application process
- Screening applicants

We suggest as strategies for accomplishing these goals:

- Enlisting technology teachers and administrators as program advocates
- Holding information sessions in classrooms (especially technology), the lunchroom, and at other agencies that work with high school students, particularly youth employment agencies who often help applicants with resume writing and interview preparation.

We include (below) a student application for your consideration.

Student Recruitment (Application)

In order to be eligible for the Tech Apprentice program, we advocate a 3.0 minimum GPA and a basic understanding of Microsoft Word.

To apply for the Tech Apprentice program, students must complete an application and a resume, which they send via e-mail to the Employer Account Manager.

The Employer Account Manager can keep track of applicants' skills by incorporating the self-evaluation matrix into the application. Any technical skills beyond Word increase the employability of students.

Instructions

- Fill out Student Application—don't forget to complete the writing sample on a separate page!
- Create/update your resume. Don't have a resume? Please visit to download a resume template: <http://www.techboston.org/techapprentice.html>. When saving your resume, include your first and last name in the document name.
- Email your application, writing sample, and resume directly to the Tech Apprentice Employer Manager.
- Use a subject line and write a job-appropriate email using proper spelling and grammar to accompany your application materials. We will not consider applications that are not accompanied by a professional e-mail. Please visit for more information on how to write a professional e-mail: <http://grammar.about.com/od/developingessays/a/profemails.htm>.
- Be sure to send your application materials using the email address that you check regularly. Your application status notification will be sent to the e-mail address from which you send your application.

Application Deadline: DD/MM/YY

To be considered, fill out this application and attach your resume and writing sample.

Name:	School:		
Home Address:			
Neighborhood/State/Zip:			
Phone:	Grade:		
Email:	Age:		
Do you have a car?			
Yes	No		
Have you passed MCAS?			
Yes	No		
What is your Grade Point Average (GPA)?			
My Strongest technical skill(s) is in (check all that apply):			
IT (help desk, IT support, some programming)	Web Design	Graphic Design	Programming (what language?)
Other. Please specify			
Did anyone recommend you for this program? If so, please list name.			
What are your future education plans after high school?			
<i>Please attach a writing sample:</i>			
<i>A paragraph or two on what technology means to you. The writing sample should touch upon websites you use daily and why, how technology helps you, forms of technology you use (for example cell phone, computer, iPod), social networking and blogging site experience (Twitter, Facebook, Blogger, WordPress, etc.), and finally your favorite piece of technology you currently own or would like to own and why.</i>			
Please provide the names of two references (Teacher/school/program official or former supervisor ONLY —no friends or family members) and their contact information (Phone and/or email)			
1.	2.		

Name:	School:	
Phone:		Grade:
Email:		Age:

Technical Skills

Beginner Intermediate Advanced

- Microsoft Excel (VLOOKUP,, SUMIF, IF, writing formulas)
- Multimedia (Dreamweaver, Wikis, graphic design, Final Cut, Flash, iMovie)
- HTML, CSS, PHP
- JavaScript
- Cisco Networking
- Linux Operating Systems
- MySQL
- MS Access
- Hardware
- Mac Operating Systems

Professional Skills

Excellent Good/Fair Poor

- Punctuality
- Appearance
- Attitude
- Communication Skills

Submit this form, along with your writing sample and resume, no later than the deadline.

Section 2: Employer Recruitment

The responsibilities of the internship facilitator relating to employer recruitment include:

- Recruiting employers to host high school interns in technology placements
- Cataloging information from employers who agree to participate.

We suggest as strategies for accomplishing these goals:

- Attending technology industry networking events and connect with the trade association leadership to discuss opportunities to present information on the Tech Apprentice program directly to their membership.
- Sending a “Reserve the Budget” letter (to everyone who participated prior year, and strong leads)
- Inviting potential employers to attend Employer recruiting breakfast hosted by industry champion

This section also includes a variety of sample recruiting materials.

Employer Recruitment (One Page Flyer)

Our program coordinators were able to boost employer participation by putting all of the information an employer needs to know about the summer internship program on one page. Having the information on one page enables employers to scan for essential facts: who, what, when, where, and how much it will cost. This gives employers the opportunity to react to the essential facts about how the program operates without having to ask a series of questions or without having to read through a brochure. The one-page summary also provides employers with the key contact info. It is a document that is easy to email and is economical to print

Tech Apprentice

Broadening Advanced Technological Education Center (BATEC)
Boston Private Industry Council (PIC)
Boston Public Schools, Office of Instructional and Information Technology (OIIT)
TechBoston

What Seven-week internship opportunity at your company for technologically skilled high school students from Boston and the Boston Metro Area

Who Talented high school students interested in IT majors and careers

When Summer 2012 (July 9th through August 24th, 2012)

Why Students think IT is a vanishing industry
Participate in building the technology workforce development pipeline
Cost-effective source of valuable technical skills

Cost \$2,500 per student (not including employer taxes)
(TechBoston can process student payroll for your company for \$3,000 per student)

How does it work?

Boston Private Industry Council's Role	Students Role	Senior Executive's Role
<ul style="list-style-type: none">Recruit and screen high school students enrolled in IT classes in Boston and the metro area.Provide no-fee referral service of candidates for placement and coordinate interviews.Host pre-placement workplace etiquette seminar to prepare Apprentices for the professional IT environment.Provide full-time support for managers and students throughout the summer.	<ul style="list-style-type: none">Submit professional resume and application; screening process will determine qualified applicants.Interview with potential companies seeking to hire a Tech Apprentice.If hired, commit to working 35 hours/week over the summer.Handle all tasks assigned by their supervisor.	<ul style="list-style-type: none">Designate a workplace supervisor for the student; identify projects/role for intern.Interview candidates; ONLY hire when there is a good fit.Arrange to pay the student \$10/hour, 35 hours a week, for 7 weeks.Provide mentoring and advice on pursuing a career in IT.

For more information, please contact:
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Employer Recruitment (Breakfast)

In the late winter/early spring, a powerful way to engage companies is through the Employer Breakfast. The Breakfast is hosted, at the workplace, of the “Industry Champion”, who also sends out invitations to the event on behalf of the Tech Apprentice program.

The Employer Account Manager presents, at the event, statistics from previous summer program as well as any relevant demographic information such as the percentage of Tech Apprentices who pursue IT-related college majors.

We suggest inviting additional guest speakers at the event:

- A former Tech Apprentice
- A Tech Apprentice supervisor
- The Tech Apprentice Industry Champion

In addition, the Employer Account Manager engages the attendees with an interest form that they submit at the end of the presentation. The Employer Account Manager will follow-up with the companies who request more information.

Employer Recruitment (Breakfast Invitation)

Month Day, Year

Dear Colleague,

As a fellow leader in the technology industry in {specify your state}, I want to invite you to attend the **Tech Apprentice Executive Breakfast** that I am hosting on {specify date} from {specify start and end times} at {specify company name}. At the breakfast you will learn about a special summer internship program that I wholeheartedly endorse as a proven vehicle for channeling young technology talent into your company and our field.

The Tech Apprentice program recruits the top technology students from Boston-area public high schools and places them in a seven-week, paid IT internship at your company. This program offers:

- **FREE candidate screening**, so the students you interview have the skills you are looking for
- **FREE professional skills training** for Tech Apprentices before their internship starts
- **No obligation to hire** – you interview candidates and make final hiring decisions

Last summer, 35 employers from the Boston area joined Blue Cross Blue Shield of Massachusetts in the Tech Apprentice program's third year. We successfully placed 72 high school students in challenging IT internships.

This summer, I am working with BATEC (a National Science Foundation grant initiative), {specify other affiliated organizations} to expand Tech Apprentice and **place 100 students in IT-related internships**. As technology executives, I believe we need to support this initiative that ultimately **strengthens our region's IT workforce development pipeline**. The results of Tech Apprentice towards this goal are impressive:

- 98% of Tech Apprentice graduates go on to college
- Two-thirds of graduates have declared IT-related majors or are interested in technology careers
- Tech Apprentices work on real IT projects while building in-demand technical skills

I am truly impressed by the caliber of technical skills these students bring to the workplace. You will have the opportunity to meet other Tech Apprentice employers who will share their experiences at the Executive Breakfast on {specify date} from {specify beginning and end time} at {specify location, including address, floor, and conference room number}.

I hope that you or one of your colleagues can attend. Please R.S.V.P. by {specify a deadline} to {specify an individual} via email ({specify email address}) or phone ({specify phone number})

Sincerely,

[Industry Champion]

Employer Recruitment (Reminder)

The Role of the Tech Apprentice Private Industry Champion

One of the key elements to a successful Tech Apprentice program is encouraging the involvement of senior IT executives in the recruitment of local technology employers. Throughout the year, senior executives from Blue Cross Blue Shield of MA and Boston Properties aid the Tech Apprentice program by writing a “Reserve the Budget Letter” encouraging local IT related businesses to provide funding for the student internships. In addition, these senior executives also host informational events for prospective employers, speak on behalf of the program at industry networking events and interact with students as guest speakers.

Month Day, Year

Dear Colleague,

Thank you for sponsoring a Tech Apprentice! You and 35 other business leaders helped us achieve our goal of 75 IT internship placements, and I can attest that all of the Tech Apprentices received invaluable work experience in the technology industry.

I have three requests moving forward:

Save the budget: I hope you will keep the Tech Apprentice program in mind as you finalize your budget. We are all feeling effects in this challenging economic environment but I firmly believe we need to continue to promote our industry by cultivating the next generation of technology leaders who are currently in high school.

Save the date: I am hosting a Tech Apprentice informational breakfast for corporate leaders on Wednesday February 18, 2008 at 8:00 am at Blue Cross Blue Shield’s Landmark Center. I hope you will join us and share your experience with other industry leaders. I will be sending a formal invitation in February.

Refer a colleague: Another way to support our efforts to grow Boston’s IT workforce is by telling friends, colleagues, and other associates about the Tech Apprentice program. Please have them email [Employer Account Manager] and he/she will follow-up.

Have a great holiday season and thank you for all that you do to support Tech Apprentice.

Sincerely,

[Industry Champion]

Employer Recruitment (Job Description)

Because the Tech Apprentice program seeks to place students in high-level internships, it is important to provide employers with sample job descriptions, so they have a better sense of what type of work the students are capable of doing. We email or postal mail this information to various employers, pairing it with our marketing materials.

Name:
Manager: Director of Human Resources

Job Title: Technical Operations
Department: Operations

FLSA Status: Non-Exempt

Date:

POSITION SUMMARY:

Provide technical operations support to various productions including but not limited to operating studio camera, tape playback and master control, and providing stage management.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Insert commercials and programs into servers
- Record incoming satellite and fiber feeds
- Log programming and event materials
- Operate Studio Camera for Live and Taped studio events
- Stage Manage for Live and Taped studio events
- Tape Playback via AIRSPEED and/or other servers or decks for NESN Productions
- Update and maintain an accurate commercial/Program log
- Work weekends, nights, and/or holidays shifts as needed
- Other related tasks and projects as needed

QUALIFICATIONS:

- Interest in television programming and communications
- Solid research skills
- Excellent organizational skills and must be detail oriented
- Ability to be successful working in a fast paced and growing environment
- Good communication skills
- Must be a self-starter who can work independently with minimal supervision but also able to work effectively within a team environment
- Must be positive and professional
- Experience using Microsoft Word and Excel, and the Internet

Once an employer has agreed to hire a student for the summer, the Employer Account Manager should request placement confirmation in the form of a job order form to both confirm the opportunity, and to begin the process of student/employer matching.

Placement Opportunity (Job Order Form)



Please send to [Employer Account Manager]

Company:

Dept:

Supervisor:

Title:

Email:

Phone:

Company website:

Location where student(s) will work:

No. Students:

Intern Position Title:

Start Date:

Duration:

Desired Responsibilities & Technical Skills:

Section 3: Student/Employer Matching

A responsibility of the internship facilitator once students have been accepted to the program and employers have been identified is to pair the two together. This section includes a procedure for student/employer matching.

Matching student candidates to employer opportunities can, at times, seem to be more of an art than a science.

We encourage you to place students with employers that you believe will be a good, and strong fit based on the students' technical skills, perceived maturity, academic record, and extracurricular interests.

We recommend inviting employers to participate in the process. They may prefer to be matched with students that have worked for them before (prior summer intern), or to be matched with students that have expressed a particular interest in either the employer or the employer's industry.

Employment Paperwork

The student, once placed, will be required to complete a certain amount of employment paperwork. The quantity of paperwork will vary from employer to employer.

Students who are aliens resident some must furnish an employment authorization card. Certain non-residents who are temporarily in the United States may file a Form I-765, application for employment authorization, to request an EAD. An EAD is issued for a specific period of time based on the applicants immigration situation. Foreign nationals with an EAD can work in the United States for any employer. The EAD card contains some basic information about alien: name, birth date, sex, immigrant category, country of birth, photo, alien registration number, card number, etc. Only aliens who fall under the enumerated categories are eligible for an employment authorization document. Those categories are: include (but are not limited to) asylees and asylum seekers; refugees; students seeking particular types of employment; applicants to adjust to permanent residence status; people in or applying for temporary protected status; live. One can also be eligible to file Form I-765 electronically.

Section 4: Student/Employer Preparation

A responsibility of the internship facilitator prior to beginning the internship is to prepare students and employers to succeed in their roles as interns and supervisors. This section includes guidance on implementing student and employer orientations.

Orientation Session (Students)

The Tech Apprentice Orientation is a two-and-a-half day event preceding the internship where all the Tech Apprentices meet together to learn about business etiquette for the work place. The orientation helps to transition the Tech Apprentices from school mode into work mode and helps prepare the Tech Apprentices to enter a professional environment.

Topics of Conversation

Prioritizing Tasks & Taking Initiative

- Do it now, don't procrastinate
- Keep a busy schedule
- Requesting more work
- What if I'm asked to do something that I don't want to do

Business Communication Skills

- Different forms of communication
- Good interpersonal skills and a Professional attitude
- Relating to both your supervisor and your teammates

Dressing Appropriately

- Business Formal
- Business Casual

Financial Literacy

- Balancing a Checkbook
- Achieving Good Credit

College Financial Aid

Financial Literacy

- Balancing a Checkbook
- Achieving Good Credit

Orientation Recommendations

- Request that Tech Apprentices wear business formal attire
- Use icebreakers to help Tech Apprentices feel more comfortable
- Allow Tech Apprentices to actively learn i.e. role play activities
- Request emergency contact information and media release forms
- Print agendas for Tech Apprentices
- Create an internal agenda for administrative use
- Secure speakers who can speak about their own career path in Information Technology

Orientation Session (Employer Supervisors)

The student internship experience may be a new experience for many of the employers and for the internship supervisors. We recommend inviting the employer supervisors to an orientation meeting. We suggest a discussion oriented format covering the following topics.

- 1. Initiate Communication:** Schedule one-to-one meetings with your student just as a supervisor would do with any employee. Use this meeting to discuss goals, expectations, provide guidance and feedback, and to make sure your student has a clear understanding of the work environment. Such meetings will allow you to develop a stronger working relationship with your student.
- 2. Engage Students:** Ask questions and assign tasks that require students to report back with results and outcomes. This interaction will help him/her become more comfortable at communicating with you and other adults in their work setting.
- 3. Designate a back-up supervisor:** Identify a back-up supervisor for your student to report to if you are away from the worksite. This will help your student stay busy when you are unavailable and provide them with additional adult support.
- 4. Integrate the intern into the team:** Challenge the intern by involving them in meaningful projects that will benefit you and your co-workers. This will help the student to learn new skills, gain self-confidence in his/her abilities, and feel like a part of the team.

Managing the Student/Supervisor Relationship: Establishing a positive rapport with your student is an important first step to developing a strong student/supervisor relationship. While student/supervisor relationships can also develop into strong friendships, it is important to remember that the number one priority of the supervisor is to help the student develop the skills and competencies necessary for success.

Over time, your Tech Apprentice may begin to view you not only as a worksite supervisor but also as someone who s/he can go to for advice and guidance. At times, your Tech Apprentice may be confronting personal, social, or academic issues that could adversely affect his/her job performance. If your student approaches you for guidance about a specific issue, be professional, sensitive, and supportive. While it is important that you help your Tech Apprentice learn the importance of separating personal issues from professional performance, you are strongly encouraged to guide your student in the direction of the appropriate support services.

The Employer Account Manager also is available during the internship for the supervisors to contact in the event that any issues arise at the workplace. Supervisors are encouraged to contact the Employer Account Manager if they have any concern about the performance of the Tech Apprentice who is being employed.

Section 5: Monitoring & Evaluation

The responsibilities of the internship facilitator once the student is placed through the completion of internships are:

- Conduct Work-Based Learning Plans
- Visit students at work, meet with supervisors
- Administer and analyze student and supervisor surveys
- Coordinate end-of-summer celebration

This section includes guidance on Work Based Learning Plans, compensating students, and student and employer post surveys.

Work Based Learning Plans

In order to evaluate student's performance, the Tech Apprentice Program utilizes the Massachusetts Work-Based Learning Plan. The Massachusetts Work-Based Learning Plan is a diagnostic, goal setting and assessment tool designed to drive learning and productivity on the job. It is used throughout Massachusetts to structure summer job placements, internship placements, and other work-based learning placements. The Work-Based Learning Plan includes a job description, a description of the *Foundation Skills* and *Career and Workplace Specific Skills* used in the job/internship and skill reviews, with opportunities to set goals. Employers can fill out a paper version and an online version. Please see <http://www.masswbl.org> for more information.

Student Compensation

Tech Apprentices are paid, directly, by the employer who hires them and should receive their paycheck through the employer's normal payroll process.

Post Internship Survey (Student)

Student Name:

1. How much did your Tech Apprentice experience effect:

	Increased	No Change (Stayed High)	No Change (Stayed Low)	Decreased
Your interest in pursuing a technology degree or job?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. What technology skills did you gain or develop during your internship? (Please check all that apply; list any other)

Programming	Microsoft Office (Word, Excel, PowerPoint)	Microsoft Access/Database	Web Design	Collecting and analyzing data
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hardware/Repair	Multimedia (Adobe Products)	None	Other	Other
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	_____	_____

3. What technology skills would you be most excited to work on (please check all that apply)?

Programming	Microsoft Office (Word, Excel, PowerPoint)	Microsoft Access/Database	Web Design	Collecting and analyzing data
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hardware/Repair	Multimedia (Adobe Products)	Mobile Applications (Android, iPhone)	Other	None
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	_____	<input type="radio"/>

4. What skills would you have benefitted from more training on prior to your internship? (Please check all that apply)

Dress Code	Verbal communication	E-mail and written communication	Tim Management	Confidence with bosses
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Collecting and analyzing data	Microsoft Office (Word, Excel, PowerPoint)	Microsoft Access/Database	Other	None
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	_____	<input type="radio"/>

5. How did this experience help you to understand whether technology is of interest to you?

6. Would you consider your internship experience challenging? Why or why not?

7. Could you suggest any changes to Tech Apprentice that would help us improve the program?

Post Internship Survey (Supervisor)

Supervisor Name:

Company:

Student Name(s):

1. Please describe your experiences with the school.

	Highly Satisfied	Mostly Satisfied	Minimally Satisfied	Not Satisfied
...prior to the student placement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...during the student's internship	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. What elements of the school's support and process were particularly effective?

3. What suggestions/improvements would you recommend?

4. Please describe the technical skills of the student.

	Highly Skilled	Adequately Skilled	Minimally Skilled	Not Skilled
... At the onset of the internship, the student was	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... At the end of the internship, the student was	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. What additional skills would have made the student more valuable (please check all that apply)

Programming	Microsoft Office (Word, Excel, PowerPoint)	Microsoft Access/Database	Web Design	Collecting and analyzing data
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Security	Hardware Repair	Networking	Client/Customer Support	Other
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. Please describe, relative to technical skills, the growth of the student during the internship?

7. Please describe the professional skills of the student.

	Very Professional	Appropriately Professional	Minimally Professional	Not Professional
... At the onset of the internship, the student was	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... At the end of the internship, the student was	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. What additional skills would have made the student more valuable (please check all that apply)

Presentation Skills	Verbal Communication	Written Correspondence	Team/Project Work	Time Management
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. Please describe, relative to professional skills, the growth of the student during the internship?

7. Please describe your internship experience.

	Very Satisfying	Mostly Satisfying	Minimally Satisfying	Not Satisfying
Our internship experience was	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. How likely are you, and your company, to hire another student intern.

	Very Likely	Pretty Likely	Possibly	Not Likely
The likelihood that we would hire another intern	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Appendix: The Employer Account Manager

In order to implement a successful Tech Apprentice program, we recommend hiring a full time, salaried Employer Account Manager. The primary responsibility of the Employer Account Manager is to ensure that high school students interested in pursuing technology degrees and careers within the Boston Public Schools system are connected to job and career opportunities in the technology field. The Employer Account Manager must also engage and form relationships with local businesses in order to secure paid internships for students. Below is the job description:

JOB TITLE: **Employer Account Manager**

GENERAL RESPONSIBILITIES:

- Recruit large and small-sized technology employers, including Information Technology departments in large employer/industry accounts, to participate in the Tech Apprentice program, leading to paid internship placements for students in tech-related jobs.
- Expand network of relationships with technology employers and leaders in the region’s IT field. Provide ongoing account management for internship employers, and support other initiatives as opportunities arise with the ultimate goal of increasing employer involvement
- Recruit, screen and place 100+ high school students in skilled IT positions; Develop these job placements through contact with senior level IT directors.
- Plan and conduct a 3-day pre-employment orientation for Tech Apprentice students. Also work with students one-on-one to further develop the individual’s professional skills including resumes, phone and email communication, and interviewing..
- Lead corporate outreach for TechBoston by hosting employer-related events designed to expand network of corporate support and the cultivation of new internship placements. Attend networking events hosted by technology trade associations and other industry organizations to expand the pool of potential employers.
- Other duties, as assigned.

DESIRED QUALIFICATIONS:

- Bachelor’s Degree
- Prior experience in the job placement/career placement/human resources field.
- Knowledge of the local business, technology, and/or education communities
- Ability to manage projects with minimal supervision.
- Ability to perform multiple concurrent tasks and work in a fast paced environment.
- Strong organizational skills.
- Strong written and oral communication skills (Writing samples requested for interview).
- Experience in sales, marketing and/or public relations.
- Strong interpersonal skills and the ability to work well as part of a team.



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