We are so happy to have you as part of CUNY Internship Programs! You are serving as an integral part of the professional development and success for CUNY students. Thank you!
There are numerous parties involved in the successful operation of this program. Below is a description of each entity.

**CUNY Internship Programs:** This team is housed in the CUNY Office of Academic Affairs within Continuing Education and Workforce Programs. They are responsible for overseeing the entire program including recruitment, human resources, and payroll.

**Research Foundation of CUNY (RFCUNY or the Foundation):** RFCUNY is the fiscal agent for CUNY and as such manages all CUNY grants and contracts. Interns become employees of RFCUNY and follow the human resource policies of the Foundation.

**New York City Agencies:** Each Agency is responsible for designating a supervisor to oversee intern activities. Supervisor responsibilities include:

- Determining the intern’s work schedule and responsibilities
- Identifying the student’s learning objectives and projects
- Providing support and meeting regularly to make sure the intern has the tools needed in order to adequately perform assigned tasks
- Apprising the intern of the agency’s rules and regulations
- Overseeing and managing the intern's day-to-day activities
- Approving the intern’s electronic timesheets every two weeks
- Working with CUNY staff to resolve any disciplinary issues
- Ensuring that CUNY policies are reviewed and followed
- Participating in an intern evaluation process and a program evaluation survey

**DOE Division of Instructional and Information Technology (DIIT):** DIIT is responsible for providing IT services and support to all DOE schools. DIIT is responsible for interviewing and orienting all interns placed in DOE schools.
Your CUNY Intern’s Path to your Agency

Intern Backgrounds
The background of each CUNY intern is unique, but all interns are students at a college in the CUNY system. Some interns attend a community college, others a four-year college or a master's degree program.

Intern Eligibility
All interns must be current, matriculated students in order to participate in this program. Students are eligible to participate in the program for a maximum of three years or six months after graduation, whichever comes first. The registration status of all interns will be confirmed each semester. In the event of a student’s disenrollment, the student will have one semester to continue as an intern and must then prove re-enrollment to remain eligible.

1. Pre-Placement
When students are interested in applying for an internship they must attend a CUNY Internship Programs Information Session where they learn about internship opportunities and how to apply for them. They also receive feedback on their resumes and tips on interviewing.

2. Placement
Designated agency staff post vacancies for new internship positions or to replace interns who have finished their placement.

Interested students apply for these vacancies, and Agency staff will contact any intern candidate they are interested in interviewing and will make the internship offer when they’ve come to a decision. Agency staff should contact CUNY program staff to let them know which candidate has been selected and a preferred start date. DIIT does interviewing and selection for interns placed in DOE schools.

3. Orientation
New interns receive a CUNY Internship Programs orientation. During this orientation, interns complete the RFCUNY onboarding paperwork, review the program’s policies and expectations, and learn how to create their timesheets.

4. Intern Begins At Agency
CUNY program staff will contact the supervisor once an intern candidate has completed orientation and has provided all necessary work authorization documents. The supervisor will confirm a weekly work schedule, taking into account the intern's class schedule.
The internship begins with a 90 day probationary period. We know that unfortunately sometimes a match does not work out. If you have any concerns about your intern’s performance, please immediately contact CUNY Internship Programs staff. If an intern’s performance remains poor, and proper steps have been taken to address any problematic behavior, an intern can be released from the internship during this probationary period, but only after discussing this with CUNY program staff.
Delays in Placement and Replacement

We understand that you often have time-sensitive projects for the intern to start, and CUNY program staff will make every effort to expedite intern processing. However, please be aware that reasons for delays during placement may include:

- Outdated work authorization
  - Students on Visa or Optional Practical Training (OPT) need to receive work authorization from their college each semester and may not begin working until this authorization is received.
- Fingerprinting clearance problems (for Department of Education offices)
- The chosen intern has minimal availability to come to the CUNY office for the new hire orientation

Supervisory Expectations

Our goal is for all interns and supervisors to have a positive experience participating in this program. In order for that to happen we recommend the following strategies for working with interns.

Identify and discuss learning objectives, special projects, and daily job responsibilities. It is important for interns to know what you hope to gain from having them and for you to know what each intern hopes to gain from the internship experience. Keep in mind that the internship is a learning opportunity and may be the only chance for the student to get hands-on experience in a STEM field before graduation. Providing feedback and completing performance evaluations are also much more effective if both supervisors and interns agree on and understand objectives and projects.

Establish your expectations at the outset. Depending on your management style, you may want to oversee your intern closely, or you may want to give your intern more autonomy. Whatever your style, make this clear from the start. Please also consider the work style of your intern as you come to get to know him or her. Some interns are very entrepreneurial, confident, and not afraid to take initiative, while others are equally skilled but just need to be managed differently. Please try to work with the intern to find a comfortable and amicable routine. It is also important to identify an on-site staff member as your back up in the event that you are unavailable.

Provide clear directions. This is especially important in the first few weeks when interns are new and may not be familiar with how things at your location work. When you give your intern a task
or project to complete, provide very clear instructions. Please do not make assumptions that your intern will intuit exactly what you’d like to see. We suggest that you be explicit about what you want done, when you want it done, and how you want it done.

**Provide authentic and meaningful supervision.** Hiring an intern requires that a staff member is designated to commit the time to properly oversee this person as a new resource. Supervision means creating assignments and checking in on progress, providing feedback on technical and employability skills, and discussing any concerns in an open and professional manner. Both interns and supervisors end up more satisfied when time and attention are given to supervising the intern.

**Please keep in mind that these are student interns.** Sometimes it is easy to lose sight of the fact that your intern is not yet a professional. While we have high expectations for our interns and believe that you should as well, please do not forget that these are in fact students and that the purpose of an internship is to receive on-the-job training and work experience as well as to learn new skills.

While CUNY Internship Programs works hard to prepare students for their internships, interns may make mistakes as part of the learning process. Interns bring varying degrees of skills and knowledge and for some, this may be their first professional work experience. If they handle a situation differently from what you might expect, please keep the learning process in mind. Part of your responsibility may include having frank conversations with students about their work habits and workplace etiquette.

Finally, please keep in mind that interns are juggling school and their internship, so we appreciate your sensitivity to and understanding of the demands that college places on the intern, especially during mid-term and final exams.

**Adhere to the intern’s job description.** Your intern is there to learn and to assist your agency with its needs. While it’s understandable that on rare occasions you may need to ask your intern to do something outside of the original job description, remember that interns are only evaluated on their ability to perform the job as originally described.

If your intern states that he or she may not complete a task that is not a part of the job description, respect that this is how they have been directed to respond as they are only expected to
perform responsibilities outlined at the beginning of their employment. Any additional responsibilities should be outlined and agreed upon in writing with CUNY Internship Programs staff.

## Human Resource and Payroll Policies

Your intern is an employee of the Research Foundation of CUNY. Therefore payroll, timesheet, and personnel issues for this program conform to RFCUNY policies.

### Intern Work Schedules

Upon meeting your intern, please arrange a schedule that is mutually agreeable to both parties. While circumstances may arise that require interns to occasionally change their schedules (e.g., working less hours than usual during the week of midterms, with your permission), interns should not regularly deviate from the number of hours they are supposed to work each week.

During CUNY’s winter break and summer break, interns will sometimes have the opportunity to work up to 34 hours per week, if this has been previously arranged with CUNY and the agency’s budget allows. In the event that interns are provided this opportunity, CUNY program staff will inform interns and supervisors of the duration of time in which the interns can work these additional hours. Interns are not required to work the additional hours, and some may choose not to because of their personal or class schedules over the break.

Interns with our program commonly work 15-19 hours per week, although some interns work 28 or 34 hours per week. When interns work more than 19 hours per week, they move to a more expensive fringe category. If a supervisor is interested in increasing an intern’s hours it is important to do the following:

1. Contact the Program Director/Manager at your agency to put in a request. Please cc your CUNY Internship Programs staff contact on the request.

2. If approved by your agency, a budget modification to RFCUNY may need to be submitted. (This does not apply to Human Resources Administration or to DOE schools).

3. Once the budget modification has been received and processed, a CUNY Internship Programs staff member will let all parties know when the intern can begin working the additional hours. Please note, the budget modification process sometimes takes 1-2 months.
Interns should not begin to work additional hours until their supervisor has received confirmation from CUNY Internships Programs. If students start working extra hours without prior approval from all parties, the budget dollars allocated to that student will run out more quickly. As a result, the student will likely not be able to complete the academic year because funds will be depleted.

Agency Holidays
Federal holidays on which city agencies are closed (i.e. July 4th, Christmas Day, Thanksgiving Day) are not paid holidays for interns. This means interns have to choose how they want to handle the closure. If an intern is regularly scheduled to work on the weekday on which a holiday falls, he or she should choose to do one of the following:

1. Apply annual leave if they have enough available to use
2. Make up the hours missed at some point during the same payroll period in which the holiday falls
3. Take the day off unpaid

CUNY program staff will not approve timesheets that include hours worked on a day in which an agency was closed.

Note: As part-time employees, interns are also not eligible for RFCUNY holidays.

CUNY Academic Calendar
Most CUNY campuses adhere to the same academic calendar. Knowing this calendar can help you better understand what an intern might be dealing with at different times of the year—when he/she is on break, in the middle of finals, etc. A full calendar can be found at http://www2.cuny.edu/academics/academic-calendars/

Breaks and Lunches
According to New York State Labor Law, a workday of 5 or more hours requires a mandated unpaid 30-minute lunch break. Furthermore, no intern should be scheduled to work in excess of 8 hours on any given day. Please keep this in mind when creating your intern’s schedule. You are welcome to work additional breaks into the student’s schedule as you would for other staff.
As part-time employees of RFCUNY, interns accrue paid annual and sick time. Accrual rates are as follows:

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<tr>
<th>Years of Service</th>
<th>Annual Leave Accrual Rates</th>
<th>Sick Leave Accrual Rates</th>
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<td>days/year</td>
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<tr>
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<td></td>
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For an intern working 15 hours per week, he or she would accrue just under 34 hours in annual leave over the course of the year. This is not paid out at the time an intern leaves, or rolled over to the next fiscal year, so **interns must use their sick and annual leave during the current fiscal year**. Interns using annual or sick time should do so within the context of their regular weekly schedules. For example, if an intern is regularly scheduled to work 15 hours each week, during a week when annual leave is used the total hours entered on a timesheet should still be 15.

Interns should request annual leave at least one week before they would like to use it, when possible. Interns have access to their time and leave balance via RFCUNY’s website, but time and leave is also tracked on the intern’s timesheet.

In addition to using sick leave for their own illness, under New York City’s Earned Sick Time Act interns may use up to 40 hours of sick leave per calendar year to care for a child, grandchild, spouse, domestic partner, parent, grandparent, child or parent of an employee’s spouse or domestic partner, or sibling who needs medical diagnosis, care or treatment of a mental or physical illness, injury, or health condition, or who needs preventative medical care. Up to a maximum of 40 hours of unused sick leave can be used to care for a family member.

**If you begin to see a pattern developing regarding excessive absences, please have a conversation with your intern right away and alert CUNY staff. Since the intern is an RFCUNY employee, all warnings must be documented by CUNY staff. Please do not assume that it would be obvious to CUNY staff that there is a problem.**

Students who maintain less than 75% of scheduled attendance on a monthly basis will receive a written warning from CUNY staff unless a legitimate reason for the decreased attendance has been reported. **Failure to improve poor attendance can result in an intern's termination from CUNY Internship Programs.**
In order to get paid your intern must submit a bi-weekly timesheet on the RFCUNY website. Timesheets are due every other Monday. Occasional holiday schedule changes are made throughout the year.

The process for timesheets is as follows:

1. Interns create a new timesheet by entering their hours for the current pay period and clicking “Save”. Once the intern has entered hours, the timesheet will be listed as “Created” with an orange highlight. This should happen every other Friday, based on the payroll calendar.

2. The supervisor logs in to RFCUNY’s Time and Leave system to verify the hours entered, makes any necessary changes, and then clicks “Save & Submit.”

3. CUNY staff will approve submitted timesheets after checking for errors and verifying any questionable entries with interns or supervisors. If a timesheet has been entered incorrectly, a student “submits” a timesheet rather than just “creates” it, or a supervisor has created the timesheet on behalf of the student, the timesheet will be voided, and the intern will have to re-create the timesheet and the supervisor will have to re-submit.

The supervisor or another appropriate agency employee is responsible for reviewing and submitting the intern’s timesheet every two weeks. Please help us to maintain an efficient and lawful payroll process by approving intern timesheets on schedule.

Some agencies use their own paper timesheets to track the day-to-day hours a student works so they can verify that the student’s RFCUNY timesheet is accurate. Supervisors and timekeepers should not submit hours which they cannot verify, and should carefully review the timesheet for errors before submitting. CUNY staff can not approve a timesheet with apparent errors (i.e. 10 hours of work entered on one day, hours entered for days when agencies are closed, etc.).

Each agency must designate two people to serve as timekeepers and both will receive unique log-in credentials. Under no circumstances should these credentials be shared, especially with your intern. It is critical that you take this timekeeping responsibility seriously and submit timesheets when they are due. For this reason, the timekeepers should be people who:

1. See the intern regularly and can verify the hours worked.
2. Have time every other Monday to submit the timesheets in RFCUNY’s Time and Leave system

3. Are accessible to CUNY staff during the work day

Please establish a routine for submitting an intern’s timesheet after it is created. **It is absolutely critical that CUNY be able to process an intern’s timesheet every pay period, and it is just as critical that your agency is monitoring your intern’s attendance and punctuality closely.**

If your intern is absent from work for three or more scheduled days and you have not been able to get in touch with him or her, please let CUNY staff know. RFCUNY outlines specific required steps for our staff to handle and report Job Abandonment.

All interns must submit their timesheets by 5:00pm every other Friday. As of August 1, 2015, **if an intern’s timesheet is submitted after this deadline more than three times in any six-month period, that student can be immediately terminated from his or her internship.** Please note that holiday schedules will apply at certain times throughout the year. Any timesheets submitted after any amended holiday deadlines will also be considered late. Supervisors have until 5:00pm the following Monday to approve these timesheets. Timely submission of accurate and complete timesheets is very important so that we can provide an efficient and legal payroll process at RFCUNY. Therefore it is a requirement of our program to adhere to the stated timesheet submission deadlines.

Interns are required to submit a Time/Leave Form when requesting to use annual leave. These hours must also be entered in the correct column on their timesheets. If an intern enters annual leave on an electronic timesheet, but has not previously submitted a completed and signed Time/Leave Form for that time, those annual leave hours will be subtracted for that pay period and the intern will not be paid for that time until those hours are verified by a supervisor.

If a student enters any hours on a timesheet that cannot be verified by a supervisor (including sick and annual leave time), that student will be required to refund RFCUNY any payment received for those unverified hours.
Intern Performance

Evaluations
Supervisors will be asked to complete regular performance evaluations of their interns. This is an opportunity for supervisors to give their interns constructive feedback on their work and address any issues. Supervisors will also be asked to assess the overall program by completing an online survey. CUNY also does periodic check-ins over the course of the year to see how each intern is doing. We ask that all supervisors be responsive to our calls.

Disciplinary Action
On rare occasions disciplinary action must be taken with regard to intern performance. If you have concerns with your intern’s attendance and punctuality, workplace etiquette, attitude towards staff, or overall performance, it is important to take the following steps until the problem is resolved:

1. When the initial problem arises, please have a conversation with the intern and be clear about what you would like him or her to do in order to improve. Offer additional support if needed.

2. Contact CUNY program staff as soon as a problem becomes chronic and repetitive. It is imperative that you let us know about an issue as soon as possible. We might be able to suggest some solutions to the problem before it escalates.

3. If coaching and support has been provided and the problem persists, the next step is to give the intern a verbal warning. Identify the problematic behavior and make suggestions for improvement. We recommend that you summarize this conversation in an email or memo and send a copy to CUNY program staff.

4. If further intervention is needed, CUNY program staff will complete a Written Warning Form with a two-week timeframe in which the intern can correct his or her behavior. CUNY staff will also schedule a corrective action plan meeting with the intern. The meeting will be a time to review the problematic behavior, determine the causes of the behavior, and collaborate to develop strategies for improvement. Next steps for any failure to comply with the plan will also be included.

5. Implement the follow up listed in the corrective action plan.

6. It is important that you contact CUNY program staff before informing any interns that they have been terminated. Interns are employees of RFCUNY, so when interns are terminated
CUNY staff has to provide evidence of cause for termination to RFCUNY’s Personnel Coordinators. *Under no circumstances should an agency terminate an intern without CUNY’s knowledge.*

**Replacing an Intern**

In the case of an intern resigning mid-year or being terminated for cause, the supervisor can choose to hire a new intern. The steps for filling a vacancy due to resignation or termination are the same as those described in “Your CUNY Intern’s Path to Your Agency” earlier in this handbook.

All student candidates must go through the same process, including registering for *Symplicity* and attending an information session, even if they are a CUNY student found outside of the recruitment process (i.e. a candidate referred by a current intern).