

# Shaping Expectations: Best Practices for Advising in International Internships



# Presenters



**Kelly M. Holland, M.Ed**

Institutional Relations Manager, Global Experiences,  
Annapolis, Maryland



**Ellen L. Leggett, Ed.D.**

Professor and Director, M.S. in Applied Psychology Program,  
University of Southern California



**Kim Suellau, M.Ed**

Director of Global Business Programs, Farmer School of Business,  
Miami University

# Who's in the audience?

- Work for a university or company?
- Faculty or staff?
- Work in a study abroad office?
- Offer domestic or international internships?
- Have launched a program or looking to launch a program?
- Does your institution have an experiential education requirement?
- Have taught in a program abroad?
- Have advised students on international internships?
- Have lived, studied, or worked abroad?



Exchange business  
cards with each other  
& leave one for  
us on your  
table!



# Why this Session Matters & What to Expect

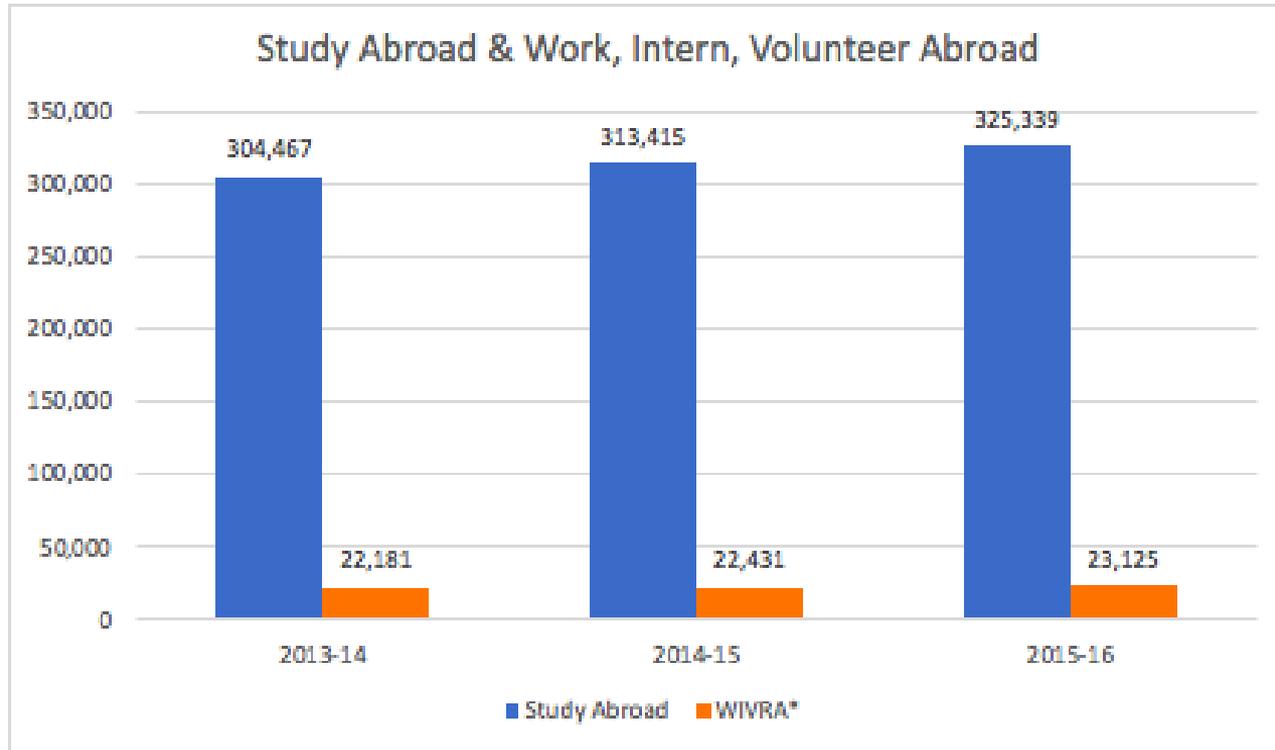
## Why?

- On the rise: Experiential education / internships abroad
- Programs are growing, adapting, and expanding
- Cultural, personal, and professional development for students
- Growing demand from employers for applied learning experience

## What to Expect?

- Case studies & challenges from three perspectives
- Ideas on how to launch and/or develop global internship programs
- Best practices for advising students to assure global internship programs and students will thrive

# IIE Open Doors



\* Non-credit

Source: <https://www.iie.org/en/Research-and-Insights/Open-Doors/Fact-Sheets-and-Infographics/Fast-Facts>

# Experiential Education on the rise

- Experiential Learning meets curriculum
- **EX: UNC Chapel Hill:** General Education Curriculum. One course or credit-bearing activity is required. Study abroad, internship, service learning, field work, performing arts, mentored research.
- **EX: Elon University:** Two units of experiential learning. Intern, study abroad, Study USA, independent research, service-learning project, or holding a mentored leadership position.

# Maximizing outcomes for college students

A majority of US employers say they are more likely to hire college graduates who have completed:

Study  
Abroad

51%

Community-  
Based /  
Service  
Learning

69%

Internships

94%

- 73% of employers believe that college graduates' preparation for careers would improve if they were required to complete a significant applied learning project.
- 91% of employers say that, whatever their major, all students should have experiences in solving problems with people whose views are different than their own.

# Programs & Phases



## ADAPT AND EXPAND PHASE

- Getting Started:
  - Know your student(s) - Major and discipline requirements vary.
  - Development global internships that meet academic, career development and personal needs.
  - Location, location, location - Choose what supports the student learning outcomes.
  - Credit bearing or not - Courses help connect the work experience
  - Cost - Non-paying internships can be a hard sell
- Program design and adapting phase:
  - Business majors - Involve stakeholders; career development staff, faculty.
  - Business internship requirements - 8 weeks, full-time, project driven.
  - Vet providers for internships, housing, risk management, visa processing, etc., etc.
  - Financial capitals - Shanghai and Hong Kong
  - Business School - does not give credit for work.
  - Manage expectations - begins with the interview.
  - Set costs and identify support options

# USC MS in Applied Psychology: An Introduction

## Program Overview

- One year master's degree focusing on applications for psychology in business
- Dual program delivery: Brick and Mortar campus cohort plus Online delivery with national cohort
- Required internship is fundamental to the curriculum; can be domestic or international
- Must be enrolled in a required 4 unit graduate course during internship

Global Internship in Dublin: Start-up / Launch phase

# Global Experiences: An Introduction



## TOP 10

### CAREER FIELDS

1. Business
2. Marketing
3. Law
4. Fashion
5. Communications
6. Finance/Economics
7. Journalism
8. Government/Policy
9. Accounting
10. Non-profits/ NGO



**40+**  
UNIVERSITY PARTNERSHIPS



**OVER 6000+**  
**ALUMNI**



**SCHOLARSHIPS**  
**AVAILABLE**

**GALLUP**

**STRENGTHS**  
**FINDER 2.0**

As Featured In...

**Inc.**  
**5000**



THE PIE NEWS

**Forbes**

The New York Times

What are some challenges you face in advising for internships?



# Challenges in Advising for International Internships

- Recruitment
- Awareness of options
- Funding / Financial Support
- Paid vs Unpaid internships
- Credit vs No credit
- Academic focus of student
- Study abroad vs Intern abroad
- Domestic vs international
- Career goal relevance
- Managing expectations

# #1 Advising Challenge: Managing Expectations

- Specific placement
- Work environment
- Living and social environment
- Cultural competence and adjustment
- Prior international experience preconceptions
- Prior intern/work experience preconceptions



**The key is discussing expectations early and often with students**



## Challenge: Paid vs Unpaid

International Internships are often viewed as “Plan B” by students because...

Domestic internships -

- Paid internship
- Gain work experience
- Possible job offer
- Could live at home or with friends

International internships =

- Unpaid
- Gain work experience
- Gain independence
- Gain Cultural agility; especially with Chinese culture
- Demonstrates openness to and comfort with diversity

***The value of a global internship must be communicated and marketed!***



## Best Practice: Paid vs Unpaid

OF NOTE: Labor Standards Law - Credit associated when interning with a “for-profit” employer.

- Keep credit hours to a minimum to keep cost down.
- Utilize scholarships and grants.
- Emphasize the value of the global internship program; utilize faculty, advisers.
- Address return on investment.
- Share FOMO.
- Excellent option for international students.
- Recruiters love to see this - resume builder.
- Excellent opportunity for sophomores who don't have a lot of major course work or work experience yet.

# Challenge: Balancing Career vs. Academic Goals



- Internship is always a career step - valuable work experience for students
- When credit bearing, must also fit academic standards and requirements within the program and the university: Curriculum review process, faculty involvement, approvals for placements, fit with other course load and selection
- Students seek to hit both academic and personal career goals
- Dual roles as students and employees challenging: Time Zone issues



# Best Practices: Balancing Career vs. Academic Goals

- Advising should address career goals, as placement stakes may be higher
- Career support for resume revisions, interviewing, skills assessment ideal
- Academic support during internship also key: Faculty can serve as mentors to help students process the connection between theory and practice
- Plan academically stimulating programming as well as social events during the time abroad
- Adjust course meeting times to accommodate time zone challenges (online)
- Forewarn faculty teaching other courses with interns about the challenges international student-interns may face

# Challenge: Raising Awareness



- Multiple stakeholders
- Assumptions on programming aspects from A to Z
- When? What? Who? Timing, comprehension, misinterpretation, expectations, objective alignment
- Identifying the benchmarks or goals
- Finding consensus on best approach
- Low on resources (staffing, funding, energy)

# Best Practice: Raising Awareness



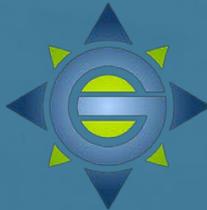
- Work together & communicate clearly across stakeholders
- Don't reinvent the wheel; borrow ideas, templates, more!
- Ask for help: Tap Providers, Employers, Alumni as experts
- Innovative approaches: First year advisors? Student clubs?
- Gather data so you can **Validate**: Why do this? **Request**: Why fund this? **Explain**: What is this? **Highlight**: Look at this!
- Remember that everyone absorbs info differently. Share data, stories, or testimonials and make the message consistent.
- Share. Share. Share.

## Best Practices - Conclusion

- Who are the experts? Get the best people in the room.
- Don't ignore the academic components; embrace them.
- Set measurable, achievable goals for your program, and help students set goals for themselves.
- Set expectations clearly, and often for all stakeholders.
- Assess and re-evaluate your progress and share the results.

Questions?

Pick up a copy of our Resources sheet!



**GLOBAL  
EXPERIENCES**  
INTERNATIONAL INTERNSHIPS

