



**City of San Antonio**  
**Student Internship Program**  
*Student Information Guide*





## CITY OF SAN ANTONIO STUDENT INTERNSHIP PROGRAM

### STUDENT INFORMATION GUIDE

#### CITY OF SAN ANTONIO MISSION

We deliver quality city services and commit to achieve San Antonio's vision of prosperity for our diverse, vibrant, and historic community.

#### WELCOME

Public service has always provided great opportunities to make a difference. The City of San Antonio's Student Internship Program offers an enormous range of challenging opportunities for vocational/technical, undergraduate, and graduate students.

An internship is a career-relevant work experience obtained by students prior to their graduating from their formal academic studies. Students who participate in internships work under the supervision and guidance of practicing professionals.

The City of San Antonio Student Internship Program is designed to provide qualified candidates with meaningful work experience to supplement and enhance their academic programs. Student interns gain firsthand knowledge and understanding of governmental processes through pre-professional work experiences in various occupational fields. In return, the City derives the full benefit of the student intern's capabilities to assist in normal work activities and/or with special projects and events. Additionally, the internships allow the student intern to establish effective working relationships with professional staff and strengthen the ties between City government and institutions of higher education.

An internship with the City of San Antonio will enable the student intern to experience the daily challenges and rewards of public service, and the opportunity to participate in a variety of departments such as Human Resources, Parks and Recreation, Public Works, Metro Health, or Aviation.

You can experience the special satisfaction that comes only from public service, and the special pride of having had City of San Antonio government as part of your professional training ground. We look forward to your contributions to the City of San Antonio.

## CITY OF SAN ANTONIO GOALS

1. San Antonio will be a safe and clean community.
2. San Antonio will be a city that maximizes its citizens' well-being and human potential while capitalizing on its cultural diversity.
3. San Antonio will be a city with a vibrant and diverse economy, which will create better jobs with higher incomes while leveraging its historic and physical diversity to assure a sustainable and attractive community.
4. San Antonio neighborhoods will prosper through the community's long-term reinvestment and revitalization.
5. San Antonio will promote its unique resources to become the premier visitors and convention destination.
6. San Antonio will benefit from a city government, which is innovative and proactive and utilizes best practices in its administrative, financial and information systems.
7. San Antonio will provide the institutional foundation to support government and promote public trust and awareness.

## INTERNSHIP GOALS

The City of San Antonio Student Internship Program is designed to bridge the gap between formal academic training and practical work experience. Student interns are integrated into the work force, and become engaged in daily issues confronting professional staff in a public sector setting.

The internship program endeavors to:

1. Provide student interns with an opportunity to integrate theory and practice to their professional education, by encouraging the exchange of insights between the professional agency and the student intern.
2. Provide student interns with an opportunity to promote and expand their personal philosophy and understanding of municipal government.
3. Enable student interns to realize personal strengths and weaknesses.
4. Provide an opportunity to gain experience in leadership, supervision and administrative functions as a public service employee.
5. Help the student intern gain an understanding and appreciation of the roles, duties, and responsibilities of a full-time professional and the people they serve.
6. Assist the student intern with developing networking skills.

## PROGRAM OVERVIEW

All interested students should review program materials, determine their eligibility to participate in the program, and select various departments of interest. The City of San Antonio Student Internship Program offers positions in various disciplines.

Each student intern will be provided an Intern Mentor who will serve as the primary Mentor throughout the internship. The introduction of the Intern Mentor to the student intern will be during the Human Resources Intern Orientation. The Intern Mentor will provide continuous feedback to the student intern to include an end of internship evaluation. Each student intern is asked to complete an evaluation form at the end of the internship. The evaluation will be used to analyze and improve the program. The student intern and the Intern Mentor (along with the academic advisor, if applicable) will establish learning objectives that will be achieved over the course of the internship. The internship is the joint responsibility of the student intern, the Intern Mentor and the Internship Coordinator.

Internship schedules will be coordinated between the student intern, academic advisor (if applicable), the Internship Coordinator and/or the Intern Mentor.

This program is not an employment contract nor does it guarantee employment with the City of San Antonio upon completion of the program.

## ELIGIBILITY

Interested students must meet the following requirements: **1)** be currently enrolled in an accredited vocational or technical school, college, or university, **2)** have completed the first year of their program of study (preferred), **3)** commit to the entire internship session (minimum of 12 weeks), **4)** be eligible to work in the United States.

Applicants should be considering a profession related to some aspect of the City of San Antonio's business objectives. Generally, student interns should be advanced in their educational and vocational programs.

## APPLICATION PROCESS

Student intern applications are accepted on a continuous basis. Applications, résumés, and enrollment verification forms should be submitted to the Human Resources Department, and then will be forwarded to the department that has requested a student intern. You may apply for multiple internship positions. The City of San Antonio is an Equal Opportunity Employer.

## INTERNSHIP COMPENSATION

Student interns may or may not be compensated in this program. Compensation rates may vary by student, depending on collegiate level and experience. Student interns are not eligible for any City of San Antonio employee benefits. Internships can be discontinued at any time.

## COLLEGE CREDIT

Many schools offer academic credit for internships. Each intern is responsible for speaking to their school's academic advisor or career placement office to determine credit eligibility and requirements.

## INTERN RESPONSIBILITIES

### **Student intern responsibilities include but are not limited to the following:**

- Be appropriately dressed for all assignments and conduct yourself in a professional manner. Maintain professional relationships with department employees, customers, citizens, vendors, and so forth.
- Create goals and objectives for your internship, and familiarize yourself with the procedures/guidelines for the internship.
- Communicate effectively with your assigned supervisors, and be timely with all required written communications.
- Seek opportunities to complement your work and educational experiences.
- Assist staff and citizens with projects and assignments. Prepare for and utilize meetings, conferences, and other opportunities of learning afforded in the department.
- Evaluate each program and meeting you attend, and discuss your observations with your supervisor. Be willing to offer new ideas.
- Show initiative and creativity. Offer ideas and suggestions on program improvements. Use free time to learn more about the operations of the department.
- Monitor progress by participating in monthly meetings with the Intern Mentor. If problems or concerns arise, they will be addressed by the Internship Coordinator.
- Be consistent and punctual in the submission of all work assignments to the Intern Mentor and Faculty Coordinator.
- Meet with the Internship Coordinator at the end of the internship to provide feedback.

## INTERN MENTOR RESPONSIBILITIES

### **Intern Mentor responsibilities include but are not limited to the following:**

- Schedule, oversee, mentor, and evaluate the student intern during the time period assigned.
- Design a schedule which will incorporate essential and important tasks and responsibilities in order for the student intern to gain knowledge and skills to further their professional career.
- Provide appropriate training in specific areas as determined by the job responsibilities.
- Provide ongoing feedback to the student intern; listen and respond to any ideas, suggestions, problems, and concerns.
- Provide written evaluation and a performance feedback session once a month and at the conclusion of the internship.
- Communicate any concerns or specific suggestions for the student intern to the Internship Coordinator.
- Afford the student intern the opportunity to attend City Council Meetings.
- Monitor student intern's progress by participating in monthly meetings with the student intern. If problems or concerns arise, they will be addressed by the Internship Coordinator.
- Assure that the internship is not displacing another employee.

## INTERN ORIENTATION

Every student intern will receive an orientation to the City of San Antonio and their assigned department. It is recommended that the orientation be conducted on the first day of the internship. The orientation is an opportunity to educate the student intern about the City of San Antonio and the department, including its culture and expectations.

## EVALUATIONS

Each student intern is asked to complete an evaluation at the end of the internship. The evaluation will be used to improve and analyze the program. The Intern Mentor will complete a mid-internship evaluation and an end of the internship evaluation which will evaluate the student intern's overall progress.

## INTERNSHIP FORMS

Copies of the Student and Internship Program Evaluation, Student Verification of Enrollment, Internship Agreement, and Student Intern Responsibilities forms can be found on the following pages.

## QUESTIONS

For more information about the program contact the Internship Coordinator at (210) 207-8705. We look forward to your service with the City of San Antonio.



**CITY OF SAN ANTONIO  
HUMAN RESOURCES DEPARTMENT  
CITY OF SAN ANTONIO STUDENT INTERNSHIP PROGRAM**

**MID-INTERNSHIP STUDENT INTERN EVALUATION FORM**  
(To be completed by Intern Mentor/Supervisor. Provide a copy to student intern and Internship Coordinator.)

**Student Intern** \_\_\_\_\_

**Intern Mentor** \_\_\_\_\_

**Please describe the student intern's major duties, accomplishments, and the value that his/her work provided to the department.**

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**Please evaluate the student intern's performance in the following areas:**

	Highest		Satisfactory		Lowest
<b>Attitude:</b>	5	4	3	2	1

Comments \_\_\_\_\_

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<b>Attendance:</b>	5	4	3	2	1
--------------------	---	---	---	---	---

Comments \_\_\_\_\_

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**Areas of Improvement:** Please identify areas in which the student intern could improve.

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**Training Opportunities:** Please identify two or three training opportunities for the student intern:

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**Intern Mentor's Signature**

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**Student Intern's Signature**

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**Date**

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**Date**

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**Department**



**CITY OF SAN ANTONIO  
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CITY OF SAN ANTONIO STUDENT INTERNSHIP PROGRAM**

**END OF INTERNSHIP STUDENT INTERN EVALUATION FORM**  
(To be completed by Intern Mentor/Supervisor. Provide a copy to student intern and Internship Coordinator.)

**Student Intern** \_\_\_\_\_

**Intern Mentor** \_\_\_\_\_

**Please describe the student intern's major duties, accomplishments, and the value that his/her work provided to the department.**

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**Please evaluate the student intern's performance in the following areas:**

	Highest		Satisfactory		Lowest	
<b>Attitude:</b>	5	4	3	2	1	

Comments \_\_\_\_\_

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<b>Attendance:</b>	5	4	3	2	1	
--------------------	---	---	---	---	---	--

Comments \_\_\_\_\_

---

**Areas of Improvement:** Please identify areas in which the student intern could improve.

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**Training Opportunities:** Please identify two or three training opportunities for the student intern:

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	Highest	Satisfactory	Lowest		
Overall Rating for Internship	5	4	3	2	1
Comments:					

**Total hours worked on internship:** \_\_\_\_\_ from \_\_\_\_\_ to \_\_\_\_\_

\_\_\_\_\_  
**Intern Mentor's Signature**

\_\_\_\_\_  
**Student Intern's Signature**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Department**

**Did the student intern successfully complete the internship?** (Please check yes or no)

**Yes    No**



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**INTERNSHIP PROGRAM EVALUATION**

(To be completed by student intern)

**Student Intern** \_\_\_\_\_

**School** \_\_\_\_\_

**Academic Major** \_\_\_\_\_

**E-mail (optional)** \_\_\_\_\_

**Department** \_\_\_\_\_

**Division (if applicable)** \_\_\_\_\_

**Intern Mentor** \_\_\_\_\_

How many hours per week did you work? \_\_\_\_\_

Where/how did you find your internship?

\_\_\_\_\_

\_\_\_\_\_

Please describe your internship experience?

\_\_\_\_\_

\_\_\_\_\_

What could have been done to make your experience more rewarding?

\_\_\_\_\_

\_\_\_\_\_

Please describe your responsibilities.

\_\_\_\_\_

\_\_\_\_\_

Did the internship meet your expectations? Why or why not?

\_\_\_\_\_

\_\_\_\_\_

What aspects of your academic background were helpful during your internship?

\_\_\_\_\_

\_\_\_\_\_

How has this internship helped you to define your future goals?

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Please describe any projects completed, specific accomplishments, and any challenges encountered at your internship.

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What have you learned about the culture of the organization with which you worked or the industry?

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Would you recommend this internship to another student? Why or why not?

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Would you be willing to allow the City of San Antonio to make your name and contact information available to other interns? (If yes, please provide contact information)

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**Highest      Satisfactory      Lowest**

<b>Rate your overall internship experience.</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>
<b>Comments:</b>					

**THANK YOU FOR YOUR PARTICIPATION IN THE CITY OF SAN ANTONIO'S  
INTERNSHIP PROGRAM.**



**CITY OF SAN ANTONIO  
HUMAN RESOURCES DEPARTMENT  
CITY OF SAN ANTONIO STUDENT INTERNSHIP PROGRAM**

**STUDENT VERIFICATION OF ENROLLMENT**

**An official transcript can be submitted as verification of current enrollment in lieu of the Student Verification of Enrollment form. Transcripts and Student Verification of Enrollment forms can be mailed to the City of San Antonio, Attention: Human Resources Department, P.O. Box 839966, San Antonio, Texas, 78283.**

FOR EACH STATEMENT BELOW PLEASE CIRCLE YES /NO OR N/A			
Yes	No	N/A	Student Verification of Enrollment form submitted
Yes	No	N/A	Unofficial transcript submitted pending institution submitting official transcript
Yes	No	N/A	Official transcript submitted

Please Print

Student's Name			
Social Security Number (only last 4 digits)			
Academic Discipline			
Educational Institution			
Academic Level			
Internship Location			
Proposed Length of Internship (Start and Stop dates)	Start Date of Internship	End Date of Internship	

**EDUCATIONAL INSTITUTION AGREEMENT**

I certify that \_\_\_\_\_ is a student enrolled at \_\_\_\_\_ institution of higher learning and is in good standing. The duties to be performed and scheduled hours of work are approved as appropriate for the course of study or training that he/she is pursuing. The student will/will not be given credit (academic or other) for the work assignment.

I understand that a record of the student's attendance and an evaluation of his/her performance will/will not be provided to this institution when the internship is completed.

\_\_\_\_\_  
Signature of Educational Institute Approving Official

\_\_\_\_\_  
Date

\_\_\_\_\_  
Title

\_\_\_\_\_  
Educational Institution

\_\_\_\_\_  
Signature of Student Intern

\_\_\_\_\_  
Date



**CITY OF SAN ANTONIO  
HUMAN RESOURCES DEPARTMENT  
CITY OF SAN ANTONIO STUDENT INTERNSHIP PROGRAM  
INTERNSHIP AGREEMENT**

**Student Intern** \_\_\_\_\_

**Intern Mentor** \_\_\_\_\_

**Internship Coordinator** \_\_\_\_\_

**Department** \_\_\_\_\_

The Internship Agreement includes but is not limited to the following:

- Agree to indemnify, defend and hold the City of San Antonio, its agents, officers, director and employees, harmless from and against any and all claims, demands, liabilities, causes of action, damages, costs (including reasonable attorneys' fees and disbursements) and judgments made or incurred by or found against any of them, resulting from or arising out of: (i) any breach or default by me of any term or provision of this Agreement; or (ii) any negligent or willful act or omission by me with respect to my services pursuant to this Agreement.
- Acknowledge that I am physically able to perform my student intern duties in a safe manner.
- Agree to be responsible for any medical care that I must seek as a result of my student intern services with the City of San Antonio.
- Authorize the City of San Antonio to seek emergency medical treatment for me in case of an accident, injury, or illness, in the event that the Department is not able to timely reach my Emergency Contact.
- Acknowledge that during my internship I may become privy to private or confidential information regarding, but not limited to, the City of San Antonio employees, customers, or clients. I hereby agree to hold all such information in the strictest confidence and shall not disclose or discuss such private or confidential information with any third party.
- Adhere to the Time Administration procedures set forth by the Department and agree to notify the Intern Mentor when I am unable to work as scheduled.
- Notify the Intern Mentor and the Internship Coordinator if I choose to discontinue my internship with the City of San Antonio.
- Agree to report all injuries immediately to a staff person.
- Adhere to department policies governing the observation of confidentiality and the handling of confidential information.

- Provide the Faculty Coordinator with periodic progress reports (only if the internship is for academic credit).
- Provide the Internship Coordinator with on-going proof or enrollment in an institution of higher learning accredited by the United States Department of Education.
- Notify your Intern Mentor in advance of any anticipated absence from work within established City guidelines.
- Understand that the City of San Antonio, without notice or hearing, may end my intern position at any time, for any reason, with or without cause.

I acknowledge that I have read and agree to comply with Internship Agreement.

Signature of Student Intern \_\_\_\_\_ Date \_\_\_\_\_

I acknowledge that I informed the student intern of his/her responsibilities and/or expectations outlined in this Internship Agreement.

Signature of Internship Coordinator \_\_\_\_\_ Date \_\_\_\_\_



**CITY OF SAN ANTONIO  
HUMAN RESOURCES DEPARTMENT  
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**STUDENT INTERN RESPONSIBILITIES**

**Student Intern** \_\_\_\_\_

**Intern Mentor** \_\_\_\_\_

**Internship Coordinator** \_\_\_\_\_

**Department** \_\_\_\_\_

**Student intern responsibilities include but are not limited to the following:**

- Be appropriately dressed for all assignments and conduct yourself in a professional manner. Maintain professional relationships with department employees, customers, citizens, vendors, and so forth.
- Create goals and objectives for your internship and familiarize yourself with the procedures/guidelines for the internship.
- Communicate effectively with your assigned supervisors and be timely with all required written communications.
- Seek opportunities to complement your work and educational experiences.
- Assist staff and citizens with projects and assignments. Prepare for and utilize meetings and conferences and other opportunities of learning afforded in the department.
- Evaluate each program and meeting you attend and discuss your observations with your supervisor. Be willing to offer new ideas.
- Show initiative and creativity. Offer ideas and suggestions on program improvements. Use free time to learn more about the operations of the department.
- Monitor progress by participating in monthly meetings with Intern Mentor. If problems or concerns arise, they will be addressed by the Internship Coordinator.
- Be consistent and punctual in the submission of all work assignments to the Intern Mentor and Faculty Coordinator.
- Meet with the Internship Coordinator at the end of the internship to provide feedback

I agree to follow the responsibilities listed above. I am aware that the internship can be terminated at any time by me, my educational institution and the City of San Antonio.

Signature of Student Intern \_\_\_\_\_ Date \_\_\_\_\_

I acknowledge that I informed the student intern of the expectations and of his/her responsibilities.

Signature of Intern Mentor \_\_\_\_\_ Date \_\_\_\_\_

Signature of Internship Coordinator \_\_\_\_\_ Date \_\_\_\_\_