CAREER READY
INTERNSHIP INITIATIVE

WELCOME,

2021

HOST EMPLOYERS!

WELCOME PACKET:
INFORMATION TECHNOLOGY

EMPLOYER
TIMELINE

PROJECT
PLANS

WEEKLY
SCHEDULE

Contact **Melissa.Madden@k12.dc.gov** with any questions about the
Career Ready Internship Program.
Follow us on Instagram **@dcpscareer_ready**

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Introduction

The DC Public Schools (DCPS) Career Ready Internship Initiative, managed by the College & Career Programs Division, in partnership with the Office of the State Superintendent for Education (OSSE) DC Career and Technical Education Network (DC CTE), places highly qualified applicants into competitive, paid internships aligned to their career field of study, based on the student's Career & Technical Education (CTE) pathway. Upon completion of Tenacity Employability Skills training, students are eligible to interview with leading industry employers in their career field. These internships are designed to expose students to the world of competitive employment and help guide them through the career exploration process.

Welcome Letter

Dear Host Employers,

Thank you for your interest in hosting DCPS and DC charter students as interns for summer 2021, our seventh summer of Career Ready Internships. In partnership with employers like you, DCPS and OSSE were able to provide remote internship placements for 814 students in 2020, and we are excited to see what we can accomplish together this summer.

This welcome packet highlights some of the great work our host employers have done with interns in the past. We have included examples of past projects, along with completed project plans and weekly schedules from remote internships in summer 2020. Your partnership has a lasting impact on our students, who say it best themselves when reflecting on their experiences:

> "I liked learning about how professionals in the industry became who they are and them sharing advice with us." - Destination DC intern

> "The skills I learned... helped me develop a practical understanding to complement the theoretical knowledge I acquired at school." - Education Design Lab intern

> "[My internship] was a great learning experience in workplace structure and building confidence in my own work." - On-Ramps Department of Homeland Security intern

> "What I have enjoyed... is that I have been able to contribute to the team a good amount with my ideas and help our project progress into the next stages." - Phone Locker Project intern

Thank you for your partnership,

Melissa Madden, STEM Career Exploration Coordinator, DCPS

Mary Okowi, Work-based Learning Coordinator, OSSE

Remote Internships Overview

DCPS and OSSE are planning to hold phone interviews in 2021 due to the COVID-19 pandemic and will continue to prioritize health and safety when determining whether internships are remote or in-person for summer 2021. At this time, please plan that internships are likely to be remote.

Remote Internship Framework

For summer 2020, DCPS and OSSE collaborated to design a remote internship framework that is project-based, allows for flexible scheduling, and focuses on interns' skill development. The remote internship framework has three components that interns engage in weekly:

Component	Description
Industry professional mentorship and engagement	• Students receive weekly mentorship/supervision from an industry professional, including feedback on work products • Students participate in group check-ins daily or every other day with supervisor and 1:1 check-ins with supervisor periodically throughout the experience • Students participate in live industry chats/guest speakers facilitated by employer, DCPS/OSSE, or Academy Staff • Students complete 1:1 informational interviews virtually (with employer or staff supervision)
Industry specific project deliverables/ remote tasks	• Students receive weekly tasks from internship supervisor • Employer clearly outlines expectations each week • Weekly tasks should build to a summative project and/or deliverable for the 6-week experience • Project could involve research and/or CTE certification preparation • Students ideally complete end of internship presentation, as they do in-person
Professional skill development	• Weekly professional skills workshops: professional email writing, phone etiquette, virtual meeting etiquette • Microsoft Office Credential development DCPS, OSSE, and DC Charter partners lead planning for this component of the internship, but host employers may supplement with their own professional skill development.

Internship Hours Requirement

Most interns are NAF Career Academy students seeking credit for their internship experience from the national NAF Foundation. In 2020, NAF lowered the internship hours requirement from their typical 120 hours to 80 hours due to the COVID-19 pandemic. The requirement for 2021 is not yet confirmed.

Information Technology

Examples of Past Projects

Host Employer	Project Description and Learning Objectives
Apple Coding Camps	Participating Interns will learn all aspects of application development on Apple's Swift coding platform, and will then use that knowledge to create and prototype apps in small and large virtual learning communities. Interns will also engage with IT professionals and complete weekly career exploration activities.
DCPS Central Office	The DCPS Advanced and Enriched Instruction page would like to create a more helpful and user-friendly website for AP teachers to be able to access curricular supports and collaborate with each other with the ultimate goal of increasing success among AP students. The intern will: • Compile AP resources by doing online research, engaging with AP teachers, reviewing College Board resources, connecting with adopted textbook providers, and reviewing what is currently on the AP Canvas page • Redesign the AP Canvas page to showcase the compiled resources in a user-friendly way • Seek feedback from AP teachers, coordinators, and Central Office teams
On-Ramps: Department of Homeland Security	Intern is asked to complete analyses of the Fiscal Year 2020 third quarter human capital data. This is part of the analyses that is presented to the executive management of DHS on a quarterly basis. The intern will: • Apply MS Excel to create charts and graphs of the most recent quarter's human capital data and part of deliverable to executive leadership • Learn Power BI, a Microsoft business intelligence tool for data visualizations • Analyze data for leadership, and compile findings into PowerPoint
On-Ramps: Georgetown University Information Systems – Security Office	Interns will be asked to shadow technicians to identify systemic flaws in operating systems and applications as well as those machines affected by malware, viruses, or phishing attacks. By the end of the internship, the students should be able to find security flaws and know the steps needed for remediation, or recommend a complete system erase. Self paced training from Google, Apple, Microsoft, Youtube, Tanium, and Linkedin Learning will be used to help develop the technical and customer support skills needed to provide great service. Interns will also be able to gain hands-on experience in FreshService, an ITIL based support platform to handle customer requests. Interns will be exposed to career building workshops to include a college preparation session with tips from financial aid and admissions professionals. The intern will have skills needed to earn certifications from leading vendors and produce a presentation demonstrating skills developed.
On-Ramps: Validatek	Student will build an intranet site for the company that will allow employees to post volunteer opportunities at schools close to their location or that they have a personal interest in. The site will allow employees to sign up volunteers, gain awareness and buy-in from leadership, and post images and success stories of past events. The intern will be the developer and owner of this website. They will build it on our internal infrastructure and deploy it to employees. We have partnerships with online learning platforms that will allow the intern to gain the necessary knowledge. They will also get to interact with Sr. Engineers and Stakeholders throughout the organization.

Project Plan Title: Georgetown University Information Systems – Technical Support

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Project background: IT is a growing field and current times have pushed much support to be virtual. No more are technicians able to put physical hands on a machine, instead they use remote tools to view the user's screen and if needed, control the keyboard and mouse. This internship will expose the interns to the tech support field and the increasing demands of supporting users at home, wherever that may be.

Project description: The interns will be asked to shadow technicians to solve issues that users are having. By the end of the internship, the students should be able to take the lead in the repair effort for common issues and leverage Google to find solutions to issues they cannot resolve. Self paced training from Google, Apple, Microsoft, Youtube and Linkedin Learning will be used to help develop the technical and customer support skills needed to provide great service. Interns will also be able to gain hands-on experience in FreshService, an ITIL based support platform to handle customer requests. Weekly the interns will be exposed to career building workshops to include a college preparation session with tips from financial aid and admissions professionals. The intern will have skills needed to earn certifications from leading vendors and produce a presentation demonstrating skills developed.

Project Deliverables: *Provide clear information on* **how** *interns are to deliver the project of value – specify deliverable due dates.*
- This indicates what the intern should produce by the end of each week (or deadline prescribed)
- *Please outline using the Weekly Project Deliverables* and *Complete Internship Project Plan* tables

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Weekly Project Deliverables:

	Weekly Focus/Content	**Weekly Project Deliverable(s)**
Week 1	GU Introduction, Imaging Windows and Macintosh, Mentor Matching, Team Mission, Expected Internship Content, A+ Course Prep LinkedIn (Mike Meyers), Independent and Mentor Project Work	Paper Work, ID, Account Login, Virtual Tour, Mentor Assignment, Project Plan and Deliverables. Focus on endpoint software deployment. With the guidance of the mentor, complete team and independent project work using Zoom and other remote tools in alignment with team goals.
Week 2	FreshService Training, Linkedin Learning Customer Service, Independent and Mentor Project Work, A+ Course Prep LinkedIn (Mike Meyers)	Completion of self paced training. With the guidance of the mentor, complete team and independent project work using Zoom and other remote tools in alignment with team goals. Focus on customer service.
Week 3	Apple ACMT Training, Independent and Mentor Project Work, A+ Course Prep LinkedIn (Mike Meyers)	Completion of self paced training. With the guidance of the mentor, complete team and independent project work using Zoom and other remote tools in alignment with team goals. Focus on hardware

Week 4	Apple ACMT Training Continued, Independent and Mentor Project Work, A+ Course Prep LinkedIn (Mike Meyers)	Completion of self paced training. With the guidance of the mentor, complete team and independent project work using Zoom and other remote tools in alignment with team goals. Focus on networking.
Week 5	Apple ACMT Training Continued, Independent and Mentor Project Work, A+ Course Prep LinkedIn (Mike Meyers)	Completion of self paced training. With the guidance of the mentor, complete team and independent project work using Zoom and other remote tools in alignment with team goals. Focus on cloud computing.
Week 6	Next Steps / College Prep Session / Presentation, A+ Course Prep LinkedIn (Mike Meyers), Independent and Mentor Project Work	Completion of self paced training. With the guidance of the mentor, complete project work using Zoom and other remote tools in alignment with team goals. Focus on peripherals.

Complete Internship Project Plan

	Industry mentorship & feedback	Industry specific deliverables/remote tasks *(insert weekly deliverables)*	Professional skill development
Suggested hours/week* *(hours may vary by week)*	5 – 7 hours	6 – 8 hours	4 – 5 hours
Week 1 (14 – 25 hours)	GU introduction, imaging windows and macintosh, mentor matching, Team meetings, mission, expected internship content, remote tool introduction. Lunch and Learn with senior leadership.	Paper Work, ID, Account Login, Virtual Tour, Mentor Assignment, Project Plan and Deliverables. Focus on endpoint software deployment.	A+ Course Prep LinkedIn (Mike Meyers)
Week 2 (14 – 25 hours)	Team meetings, Instructor led training as needed. Lunch and Learn with senior leadership.	Independent and Mentor Project Work, Focus on customer service.	FreshService Training, Linkedin Learning Customer Service, A+ Course Prep LinkedIn (Mike Meyers)
Week 3 (14 – 25 hours)	Team meetings, Instructor led training as needed. Lunch and Learn with senior leadership.	Independent and Mentor Project Work, Focus on hardware.	Apple ACMT Training, A+ Course Prep LinkedIn (Mike Meyers)
Week 4 (14 – 25 hours)	Team meetings, Instructor led training as needed. Lunch and Learn with senior leadership.	Independent and Mentor Project Work, Focus on networking.	Apple ACMT Training, A+ Course Prep LinkedIn (Mike Meyers)
Week 5 (14 – 25 hours)	Team meetings, Instructor led training as needed. Lunch and Learn	Independent and Mentor Project Work, Focus on cloud computer.	Apple ACMT Training, A+ Course Prep LinkedIn (Mike Meyers)

	with senior leadership. Discussion of OnRamps presentation content.		
Week 6 (14 – 25 hours)	Team meetings, Instructor led training as needed. Lunch and Learn with senior leadership. Finalize OnRamps presentation and practice. College prep session with admissions and financial aid. Creating Linkedin Profile	Independent and Mentor Project Work, Focus on peripherals.	Apple ACMT Training, A+ Course Prep LinkedIn (Mike Meyers), Creating Linkedin Profile

Week 3 Schedule	Live Mentorship & Feedback (5-7 hours per week)		Project Specific Deliverables/ Remote Tasks (6-8 hours per week)		Professional Skill Training (4-5 hours per week)		14-25 hours per week
	Schedule / Description	Hours Planned	Schedule / Description	Hours Planned	Schedule / Description	Hours Planned	Total Hours
Monday July 6	Beginning of the week check in https://meet.google.com/	1	Learn Linux programming skills https://youtu.be/wBp0Rb-ZJak	3	Configure your terminal to use with AWS-CLI (if you need help with this please let me know)	1	5
Tuesday July 7			Learn Linux programming skills https://youtu.be/wBp0Rb-ZJak	4	Continue to practice Linux commands and install python on your Linux virtual machine	1	5
Wednesday July 8	Check in with mentor to track progress and ask questions.	1	Continue to study networking concepts https://youtu.be/EkNq4TrHP_U	3	Continue studying networking concepts	1	5
Thursday July 9			Learn CIDR Block notation https://youtu.be/z07HTSzzp3o	3	Write out a subnet masking chart	2	5
Friday July 10	Weekly update to track progress and discuss next week plan	1	Learn how to write scripts using linux https://youtu.be/_n5ZegzieSQ	3	Write a script to create a VPC and subnet in AWS Run script to create VPC and subnets	1	5
						Total Hours	25

Appendix
Project Overview Template

Internship Project Overview Template

Company:

Point of Contact Information		
Name:	Email:	Contact #:

Project Plan Title:

Project background: *Include background and contextual information relevant to the project and its value to the employer or community. Include a question or problem statement that interns will be solving. This section is the "**why**."*

Project description: *Provide a clear, organized, and concise description of **what** interns will be asked to do. Explain all portions of the project, from research to final presentation. Outline expectations and instructions clearly. Define how interns should connect workshops, trainings, and other internship program activities to the project of value. This is what the intern will complete by the end of the virtual internship*

Project Deliverables: *Provide clear information on **how** interns are to deliver the project of value – specify deliverable due dates.*   ● This indicates what the intern should produce by the end of each week (or deadline prescribed)   ● *Please outline using the Weekly Project Deliverables and Complete Internship Project Plan tables*

Weekly Project Deliverables:

	Weekly Focus/Content	Weekly Project Deliverable(s)
Week 1		
Week 2		
Week 3		
Week 4		
Week 5		
Week 6		

Project Plan Template

Internship Project Plan Template

Company:

Point of Contact Information		
Name:	Email:	Contact #:

Project Plan Title:

Complete Internship Project Plan

	Industry mentorship & feedback	Industry specific deliverables/remote tasks *(insert weekly deliverables)*	Professional skill development
Suggested hours/week *(hours may vary by week)*	5 – 7 hours	6 – 8 hours	4 – 5 hours
Week 1 (14 – 25 hours)			
Week 2 (14 – 25 hours)			
Week 3 (14 – 25 hours)			
Week 4 (14 – 25 hours)			
Week 5 (14 – 25 hours)			
Week 6 (14 – 25 hours)			

Intern Weekly Schedule

Please include specific times and meeting links for all live engagement. **The schedule does not need to include every individual check-in with a student and/or individual task assigned by email.**

Company:

Point of Contact Information		
Name:	Email:	Contact #:

Week 1 Schedule	Live Mentorship & Feedback (5-7 hours per week)		Project Specific Deliverables/ Remote Tasks (6-8 hours per week)		Professional Skill Training (4-5 hours per week)		14-25 hours per week
	Schedule / Description	Hours Planned	Schedule / Description	Hours Planned	Schedule / Description	Hours Planned	Total Hours
Monday							
Tuesday							
Wednesday							
Thursday							
Friday							
						Total Hours	