

Overview

This Internship Agreement outlines the student's internship experience. It includes:

Section A - Student Information

Section D - Learning Outcomes

Section B - Employer Information

Section E - Expectations

Section C - Intern Position Information

Section F - Signatures

A. Student Information

Name: *John Smith*

Street: *123 Number Street*

City: *Any Town*

State: *ME*

Zip Code: *12345*

Tel 1: *207-555-0207*

Alt. Tel:

Email: *name@maine.edu*

B. Employer Information

Organization Name: *ABC Co.*

Internship Supervisor's Name: *Jane Smyth*

Internship Supervisor's Title: *Customer Service & Tech Support Manager*

Street: *123 ABC Way*

City: *Any City*

State: *ME*

Zip Code: *67890*

Tel 1: *207-555-2020*

Alt. Tel:

Email: *name@ABCe-mail.com*



C. Internship Position Information

Internship Title: *I.T. Support Intern*

Internship Location:

(If different from host site address above)

Start Date: *Sept 2020*

End Date: *May 2021*

Total Hrs. *240-400*

Number of Weeks: *20*

Hours per Week: *12-20*

Detailed Project Description:

“Businesses and organizations use ABC Co.’s Customer Relationship Manager (CRM) software to manage the customer life cycle from lead generation through retention and long-term loyalty. The remote I.T. Support intern will develop the skills and knowledge to become a subject matter expert (SME) on our product in order to provide customer service and technical support to our clients. The internship is supported by a supervisor, established customer- and workplace-communication standards and practices, and a full team of seasoned customer service and tech support professionals.”

“Our product is used by thousands of companies and organizations around the globe. At the end of the remote internship, the intern will be able to take our certification. When certified, the intern will be able to show potential employers - including possibly at ABC Co. - that they are a SME of our product and bring an added value as a new hire.”

Assigned Responsibilities, Activities, Tasks, and Expected Deliverables:

“Working in four-hour shifts, intern will spend two hours in training or learning our product and/or attending company meetings, and two hours live with customer calls.”

“Responsibilities, Activities, Tasks, and Expected Deliverables include:

- Learn the ABC Co. CRM platform.*
- Attend and contribute to supervisor check-ins and meetings.*
- Provide quality customer service using ABC Co.’s standards and practices.*
- Identify the root cause of customer problems and provide solutions.*
- Elevate customer issues to the appropriate department as needed.”*



D. Learning Outcomes

Learning outcomes outline what the student intends to learn through this internship. Learning Outcomes should be developed by the intern in collaboration with their supervisor.

[Here is a helpful resource about writing learning outcomes.](#)

Associated tasks are the activities through which the learning objectives will be achieved and should connect with the responsibilities and tasks outlined in the project description above.

Products are deliverables or evidence of learning and should connect with results of research and innovation that will be of value to the employer. The products/outputs will include the biweekly status reports, the final project, and/or an end of semester presentation.

Please list at least 3 Learning Outcomes:

Learning Outcome: *“Customer service and communication.”*

Associated Tasks: *“Communicate w/customers by phone, email, & video conference”*

Products: *“Company laptop and headset, cloud-based Office suite and Client Relationship Manager (CRM), and online calls/video conferencing.”*

Learning Outcome: **Trouble-shooting technical issues, including root-cause analysis and problem-solving.**

Associated Tasks: *“Learn our software products and the common practices and trouble-shooting measures to identify and solve customer problems.”*

Products: *“ABC Co’s top-selling CRM product suite.”*

Learning Outcome: **Test prep for ABC CRM Certification.**

Associated Tasks: *“Watching videos, studying technical and user guides, applying this learned knowledge when providing customer support.”*

Products: *“Training videos, user guides, ABC’s CRM.”*



E. Employer and Intern Expectations

Expectations of the Employer/Supervisor:

The following fields are employer-provided expectations for communicating with remote interns, scheduling/attending meetings, and additional General information as needed.

Communication:

"ABC Co. is providing the necessary equipment, software, and login credentials to perform the essential duties of the remote I.T. support internship. Communication schedule includes daily check-ins and weekly team meetings with your supervisor by video conferencing. Supervisor and team members will be available to email or call for questions that arise."

"Supervisor will train the intern on external customer and internal workplace communication standards and practices, including email, direct messaging/chat, video calls and by phone."

Meetings:

Daily Check-Ins: *"8:30 a.m."*

Weekly Team Meetings: *"Thursday, 2:00 p.m."*

Quarterly Internship Review: *"To be scheduled during the fall and spring semesters."*

Final Internship Review: *"End of Spring Semester."*

General/Misc.:



F. Remote Internship Agreement Form Signatures

Student Intern: I understand my job description and the tasks assigned to me related to the Learning Outcomes established for my internship. I agree to the expectations outlined by my supervisor.

Signature: _____ **Date:** _____

Supervisor: I understand my responsibilities in supervising the intern in executing the tasks assigned to them. I agree to the expectations outlined by the intern and commit to supporting them through this educational experience.

Signature: _____ **Date:** _____

SAMPLE

