

Status Report

Use this resource to track progress of the internship. Reference the “Responsibilities/Tasks” section of the Learning Agreement for referencing which tasks were agreed upon at the beginning of the internship.

A. Tasks/Activities/Duties Performed

Describe what tasks, activities, and/or duties were performed during the last two-week period. Include meetings attended, materials developed, and outputs generated.

“During the first quarter of the remote internship, the intern has been trained on ABC Co.’s CRM platform through video tutorials, user guides, and one-on-one sessions with team members. They have learned our communication standards and practices from the I.T. Customer Service & Tech Support Manager, and have virtually job-shadowed team members on customer service calls.”

B. Skills/Information Learned

Describe what has been learned thus far.

“Intern has learned ABC Co.’s communication standards and practices for providing customer service and communicating with colleagues. Intern has also learned to use our CRM platform from a customer’s perspective and the backend technical side.”

C. Problems Encountered and How They Were Solved

Describe any challenges encountered and unresolved issues.

“Intern’s login credentials did not have the appropriate permission settings to access training materials. This was quickly corrected.”

“There is a slight delay while video conferencing with teammates during remote job shadowing. We are researching Internet bandwidth at both the intern’s and teammates’ locations.”

D. Days, Dates, and Hours Worked

Report hours worked for the period defined by the employer.

“72 hours over the first six weeks”

