

# 2009 ERC / NOC Internship Pay Rates & Practices Survey



Conducted by:  
ERC  
6700 Beta Drive, Suite 300  
Mayfield Village, OH 44143  
Ph: 440/684-9700  
Fx: 440/684-9760  
[www.ercnet.org](http://www.ercnet.org)  
[www.northcoast99.org](http://www.northcoast99.org)  
[www.erchealth.com](http://www.erchealth.com)

## About ERC

ERC is Northeast Ohio's largest organization dedicated to HR and workplace programs, practices, training and consulting. ERC membership provides employers access to an incredible amount of information, expertise, and cost savings that supports the attraction, retention, and development of great employees. We also host the nationally recognized NorthCoast 99 program and sponsor the ERC Health insurance program. For more information about ERC, please visit [www.ercnet.org](http://www.ercnet.org).

## About NOCHE

The Northeast Ohio Council on Higher Education (NOCHE), a consortium of public and private two- and four-year colleges and universities in Northeast Ohio, is dedicated to forging important connections between higher education and the business community. NOCHE provides programs that benefit prospective and current students, member institutions, and Northeast Ohio industry and businesses. NOCHE also manages the NEOIntern program. For more information about NOCHE, please visit [www.noche.org](http://www.noche.org).

## Our Collaboration

ERC and NOCHE recognize that interns are an important means of developing a pipeline of talent in Northeast Ohio. As a result, they decided to collaborate to conduct the *2009 ERC / NOCHE Internship Pay Rates & Practices Survey*. The survey aims to provide Northeast Ohio employers with important information regarding internship employment practices to help them better attract, retain and develop new talent that will stimulate their long-term growth and success.

# Methodology

## Summary

ERC and Northeast Ohio Council on Higher Education (NOCHE) collaborated to gather information from Northeast Ohio employers about their internship employment practices. Local organizations were invited to complete the survey between April 1 and May 1, 2009. The survey, published in May of 2009, reports data from 125 organizations regarding their internship practices and pay rates. Internship practices data is reported by organizational size and industry. Internship pay rate data is reported for eight positions and broken out by non-manufacturing and manufacturing industries (other breakouts are not reported due to insufficient data).

## Participant Demographics

### Organizational Size

1-50	37%
51-250	36%
251-500	16%
Over 500	9%

### Industry

#### Non-Manufacturing (65%)

Accounting, Finance, & Insurance Services	9%
Non-Profit, Health, & Human Services	24%
Professional & Technical Services	32%

Manufacturing (34%)

Manufacturing - Industrial	16%
Manufacturing - Science & Chemical	5%
Manufacturing - Other	13%

# Participants

Aclara RF Systems  
Adoption Network Cleveland  
Adult Guardianship Services  
Akron Racers  
AmeriMark Direct LLC  
Artists Archives of the Western Reserve  
Ashland Economic Development  
Avatar Management Services, Inc.  
BCG & Co.  
Beech Brook  
BlueBridge Networks  
Bowden Manufacturing  
Bridgestone Americas Tire Operations, LLC  
C.TRAC information solutions  
Cavaliers Holdings, LLC  
CFC  
Clear Channel Outdoor  
Cleveland Foodbank  
Cleveland Medical Devices  
Cornwell Quality Tools Company  
Cuyahoga County Engineer's Office  
Delaware North Company Sportservice Inc.  
Dix & Eaton  
Dwellworks, LLC  
Embrace Pet Insurance  
Emerge Inc.  
Equity Trust Company  
Farm and Dairy  
FirstEnergy  
ForTec Medical  
FutureHeights  
GasTran Systems  
Gearing Solutions Inc

GED Integrated Solutions  
GMP Friction Products  
GrafTech International  
Hahn & Pollack, LLC.  
Halcyon products  
Harley-Davidson Dealer Systems  
Henkel of America  
Hitchcock Fleming & Associates, Inc.  
ideastream  
IMG  
Invacare Corporation  
Jergens Inc  
Joy Mining Machinery  
Kaydon Corporation  
Kristen Maag Consulting  
Lakeside Association  
Lauren Manufacturing  
Lesbian, Gay, Bisexual & Transgender Community Center of Greater Cleveland  
Little Tikes  
Lorain County Metro Parks  
Lubrizon  
Lutheran Metropolitan Ministry  
MAGNET  
Malco Products Inc.  
Marketing Resources & Results  
Marsh, Berry & Company  
MCPc, Inc.  
Medic Batteries  
Meister Media Worldwide  
Michael Benza & Associates, Inc.  
MidTown Cleveland, Inc.  
MIMvista Corp.

MOCA Cleveland  
National Inventors Hall of Fame Foundation  
National Machine Company  
Norandex Building Materials Distribution  
Nordson Corporation  
NSL Analytical Services, Inc.  
Orbital Research Inc.  
Oswald Companies  
PCC Airfoils, LLC  
Plexus  
PMC Gage, Inc.  
Point to Point  
Pointe Blank Solutions  
PolyOne Corporation  
Preformed Line Products Company  
Premix  
Recovery Resources  
Relocation Support Services  
rexorce  
Rock and Roll Hall of Fame and Museum  
Selman & Company

SES LLC  
Smart Solutions Inc.  
SS&G  
Stolle Machinery, LLC  
Strang Corporation  
Stride Tool Inc  
Summit Data Communications, Inc.  
Szarka Financial Management  
Technology Management, Inc.  
The Holden Arboretum  
The Shamrock Companies  
The Sherwin Williams Company  
thunder::tech  
Tinnerman  
Transtar  
United Cerebral Palsy of Greater Cleveland  
Weaver Leather  
Westfield Insurance  
Wire Products Company, Inc.  
Youngstown Warren Regional Chamber

# Internship Practices

Organizations planning to make modifications to internship programs in 2009

All Organizations	
Will increase number of interns	23%
Will maintain number of interns	55%
Will reduce number of interns	13%
Will eliminate all interns	8%

	Organizational Size			
	1-50	51-250	251-500	Over 500
Will increase number of interns	27%	23%	31%	11%
Will maintain number of interns	59%	53%	46%	50%
Will reduce number of interns	7%	13%	23%	28%
Will eliminate all interns	7%	13%	0%	11%

	Non-Manufacturing		
	Accounting, Finance, & Insurance Services	Non-Profit, Health, & Human Services	Professional & Technical Services
Will increase number of interns	30%	33%	28%
Will maintain number of interns	50%	59%	56%
Will reduce number of interns	20%	4%	14%
Will eliminate all interns	0%	4%	3%

	Manufacturing		
	Manufacturing - Industrial	Manufacturing - Science & Chemical	Manufacturing - Other
Will increase number of interns	13%	17%	0%
Will maintain number of interns	53%	33%	60%
Will reduce number of interns	20%	17%	20%
Will eliminate all interns	13%	33%	20%

## Primary reasons organizations use interns

	<b>All Organizations</b>
To develop a talent pipeline	63%
To assist with special project work	55%
To obtain affordable workforce support	51%
To improve retention of new college graduates in Northeast Ohio	36%
To increase exposure at local colleges and universities	36%
To "test" potential employees before hiring them	36%
To solicit creative / innovative input	28%
To provide administrative support	21%
To develop supervisory skills	5%

	<b>Organizational Size</b>			
	<b>1-50</b>	<b>51-250</b>	<b>251-500</b>	<b>Over 500</b>
To develop a talent pipeline	50%	66%	85%	89%
To assist with special project work	60%	51%	54%	50%
To obtain affordable workforce support	64%	42%	54%	33%
To improve retention of new college graduates in Northeast Ohio	38%	32%	39%	44%
To increase exposure at local colleges and universities	31%	37%	39%	50%
To "test" potential employees before hiring them	38%	32%	31%	44%
To solicit creative / innovative input	29%	27%	23%	39%
To provide administrative support	29%	17%	8%	17%
To develop supervisory skills	10%	2%	8%	0%

	<b>Non-Manufacturing</b>		
	<b>Accounting, Finance, &amp; Insurance Services</b>	<b>Non-Profit, Health, &amp; Human Services</b>	<b>Professional &amp; Technical Services</b>
To develop a talent pipeline	80%	41%	78%
To assist with special project work	50%	56%	53%
To obtain affordable workforce support	30%	52%	61%
To improve retention of new college graduates in Northeast Ohio	60%	26%	42%
To increase exposure at local colleges and universities	40%	26%	39%
To "test" potential employees before hiring them	70%	15%	47%
To solicit creative / innovative input	40%	15%	39%
To provide administrative support	10%	37%	17%
To develop supervisory skills	0%	4%	6%

	<b>Manufacturing</b>		
	<b>Manufacturing - Industrial</b>	<b>Manufacturing - Science &amp; Chemical</b>	<b>Manufacturing - Other</b>
To develop a talent pipeline	56%	83%	67%
To assist with special project work	44%	67%	67%
To obtain affordable workforce support	39%	83%	33%
To improve retention of new college graduates in Northeast Ohio	39%	83%	20%
To increase exposure at local colleges and universities	50%	50%	27%
To "test" potential employees before hiring them	33%	67%	27%
To solicit creative / innovative input	28%	33%	27%
To provide administrative support	17%	0%	13%
To develop supervisory skills	11%	0%	7%

Organizations that provide interns a job description with a set of defined responsibilities

	<b>Percent</b>
<b>Organizational Size</b>	
1-50	81%
51-250	65%
251-500	77%
Over 500	94%
<b>Non-Manufacturing</b>	
Accounting, Finance, & Insurance Services	60%
Non-Profit, Health, & Human Services	82%
Professional & Technical Services	77%
<b>Manufacturing</b>	
Manufacturing - Industrial	75%
Manufacturing - Science & Chemical	100%
Manufacturing - Other	60%
<b>All Organizations</b>	
	77%

## Types of benefits offered to interns

All Organizations	
Pay for or allow intern(s) to attend organization's social events	51%
Pay for or allow intern(s) to attend networking events	34%
Rewards and recognition (i.e. gift cards, peer recognition)	32%
On-site perks (i.e. cafeteria, fitness center)	28%
Paid holidays	14%
Subsidized parking	11%
Credit towards benefits for time worked if hired after graduation	8%
Performance incentives (i.e. cash bonuses)	8%
401(k) / 403(b)	4%
Leaves of absence	3%
Paid sick days / time off	2%
Tuition reimbursement	2%

	Organizational Size			
	1-50	51-250	251-500	Over 500
Pay for or allow intern(s) to attend organization's social events	52%	49%	77%	44%
Pay for or allow intern(s) to attend networking events	41%	29%	31%	33%
Rewards and recognition (i.e. gift cards, peer recognition)	31%	32%	39%	28%
On-site perks (i.e. cafeteria, fitness center)	12%	37%	15%	56%
Paid holidays	7%	12%	23%	39%
Subsidized parking	12%	15%	8%	6%
Credit towards benefits for time worked if hired after graduation	7%	10%	8%	11%
Performance incentives (i.e. cash bonuses)	7%	15%	8%	0%
401(k) / 403(b)	0%	2%	15%	11%
Leaves of absence	5%	2%	0%	6%
Paid sick days / time off	5%	2%	0%	0%
Tuition reimbursement	0%	2%	8%	6%

	<b>Non-Manufacturing</b>		
	<b>Accounting, Finance, &amp; Insurance Services</b>	<b>Non-Profit, Health, &amp; Human Services</b>	<b>Professional &amp; Technical Services</b>
Pay for or allow intern(s) to attend organization's social events	80%	56%	56%
Pay for or allow intern(s) to attend networking events	70%	33%	36%
Rewards and recognition (i.e. gift cards, peer recognition)	60%	22%	31%
On-site perks (i.e. cafeteria, fitness center)	40%	22%	22%
Paid holidays	10%	11%	8%
Subsidized parking	10%	22%	14%
Credit towards benefits for time worked if hired after graduation	0%	7%	0%
Performance incentives (i.e. cash bonuses)	10%	4%	17%
401(k) / 403(b)	10%	0%	0%
Leaves of absence	0%	4%	6%
Paid sick days / time off	10%	4%	3%
Tuition reimbursement	10%	0%	3%

	<b>Manufacturing</b>		
	<b>Manufacturing - Industrial</b>	<b>Manufacturing - Science &amp; Chemical</b>	<b>Manufacturing - Other</b>
Pay for or allow intern(s) to attend organization's social events	44%	67%	33%
Pay for or allow intern(s) to attend networking events	17%	67%	20%
Rewards and recognition (i.e. gift cards, peer recognition)	39%	17%	27%
On-site perks (i.e. cafeteria, fitness center)	22%	33%	40%
Paid holidays	22%	17%	40%
Subsidized parking	6%	0%	0%
Credit towards benefits for time worked if hired after graduation	33%	17%	7%
Performance incentives (i.e. cash bonuses)	6%	0%	7%
401(k) / 403(b)	11%	0%	13%
Leaves of absence	0%	0%	7%
Paid sick days / time off	0%	0%	0%
Tuition reimbursement	0%	0%	7%

## Sources used to recruit interns

<b>All Organizations</b>	
Career services at colleges	68%
Referrals	62%
Intern websites (such as www.neointern.net)	50%
Campus outreach (career fairs, advertising, etc.)	50%
Faculty	38%
Job boards	31%
Social networking or media	31%

<b>Organizational Size</b>				
	<b>1-50</b>	<b>51-250</b>	<b>251-500</b>	<b>Over 500</b>
Career services at colleges	50%	81%	69%	83%
Referrals	64%	59%	85%	50%
Intern websites (such as www.neointern.net)	55%	49%	31%	61%
Campus outreach (career fairs, advertising, etc.)	36%	51%	77%	61%
Faculty	36%	34%	39%	56%
Job boards	31%	34%	8%	44%
Social networking or media	45%	24%	31%	17%

<b>Non-Manufacturing</b>			
	<b>Accounting, Finance, &amp; Insurance Services</b>	<b>Non-Profit, Health, &amp; Human Services</b>	<b>Professional &amp; Technical Services</b>
Career services at colleges	70%	78%	64%
Referrals	90%	59%	67%
Intern websites (such as www.neointern.net)	60%	52%	58%
Campus outreach (career fairs, advertising, etc.)	60%	63%	42%
Faculty	60%	41%	36%
Job boards	10%	44%	39%
Social networking or media	40%	33%	53%

	<b>Manufacturing</b>		
	<b>Manufacturing - Industrial</b>	<b>Manufacturing - Science &amp; Chemical</b>	<b>Manufacturing - Other</b>
Career services at colleges	67%	67%	47%
Referrals	61%	67%	47%
Intern websites (such as www.neointern.net)	22%	83%	33%
Campus outreach (career fairs, advertising, etc.)	33%	50%	53%
Faculty	33%	50%	27%
Job boards	17%	50%	13%
Social networking or media	17%	0%	13%

## Criteria used to hire interns

All Organizations	
Major	74%
Communication skills (written or oral)	70%
Career goals	63%
Professionalism	60%
Academic year	54%
Coursework	54%
Work experience	53%
Work ethic	42%
Projects	32%
Business acumen	29%
Grade point average (GPA)*	25%
Extracurricular activities	23%

	Organizational Size			
	1-50	51-250	251-500	Over 500
Major	74%	76%	77%	78%
Communication skills (written or oral)	79%	66%	77%	67%
Career goals	48%	76%	54%	83%
Professionalism	60%	59%	69%	72%
Academic year	45%	56%	54%	72%
Coursework	48%	59%	54%	61%
Work experience	50%	49%	54%	72%
Work ethic	43%	44%	46%	39%
Projects	38%	22%	31%	39%
Business acumen	17%	29%	31%	44%
Grade point average (GPA)*	14%	20%	46%	56%
Extracurricular activities	29%	17%	15%	28%

	<b>Non-Manufacturing</b>		
	<b>Accounting, Finance, &amp; Insurance Services</b>	<b>Non-Profit, Health, &amp; Human Services</b>	<b>Professional &amp; Technical Services</b>
Major	80%	82%	75%
Communication skills (written or oral)	90%	78%	75%
Career goals	80%	74%	53%
Professionalism	100%	74%	56%
Academic year	60%	52%	53%
Coursework	50%	59%	42%
Work experience	70%	52%	50%
Work ethic	80%	52%	36%
Projects	20%	33%	33%
Business acumen	40%	7%	25%
Grade point average (GPA)*	70%	4%	22%
Extracurricular activities	50%	19%	22%

	<b>Manufacturing</b>		
	<b>Manufacturing - Industrial</b>	<b>Manufacturing - Science &amp; Chemical</b>	<b>Manufacturing - Other</b>
Major	56%	100%	73%
Communication skills (written or oral)	50%	83%	60%
Career goals	61%	33%	73%
Professionalism	50%	33%	60%
Academic year	44%	83%	60%
Coursework	50%	67%	67%
Work experience	44%	50%	60%
Work ethic	39%	50%	27%
Projects	39%	17%	33%
Business acumen	39%	17%	40%
Grade point average (GPA)*	11%	50%	53%
Extracurricular activities	11%	17%	33%

\*Responding organizations report an average GPA requirement of 3.0

## Academic year required for internships

<b>All Organizations</b>	
No requirement	41%
Year 1	6%
Year 2	20%
Year 3	23%
Year 4	8%
Graduate	2%

	<b>Organizational Size</b>			
	<b>1-50</b>	<b>51-250</b>	<b>251-500</b>	<b>Over 500</b>
No requirement	53%	40%	15%	39%
Year 1	5%	8%	8%	6%
Year 2	10%	23%	31%	33%
Year 3	23%	20%	39%	11%
Year 4	5%	10%	8%	11%
Graduate	5%	0%	0%	0%

	<b>Non-Manufacturing</b>		
	<b>Accounting, Finance, &amp; Insurance Services</b>	<b>Non-Profit, Health, &amp; Human Services</b>	<b>Professional &amp; Technical Services</b>
No requirement	40%	48%	35%
Year 1	0%	15%	3%
Year 2	20%	22%	12%
Year 3	40%	4%	32%
Year 4	0%	11%	15%
Graduate	0%	0%	3%

<b>Manufacturing</b>			
	<b>Manufacturing - Industrial</b>	<b>Manufacturing - Science &amp; Chemical</b>	<b>Manufacturing - Other</b>
No requirement	44%	50%	27%
Year 1	13%	0%	0%
Year 2	19%	50%	33%
Year 3	19%	0%	27%
Year 4	6%	0%	7%
Graduate	0%	0%	7%

## Organizations that provide an orientation to interns within the first week of employment

	<b>Percent</b>
<b>Organizational Size</b>	
1-50	88%
51-250	90%
251-500	100%
Over 500	100%
<b>Non-Manufacturing</b>	
Accounting, Finance, & Insurance Services	100%
Non-Profit, Health, & Human Services	89%
Professional & Technical Services	91%
<b>Manufacturing</b>	
Manufacturing - Industrial	100%
Manufacturing - Science & Chemical	83%
Manufacturing - Other	87%
<b>All Organizations</b>	
	93%

## Organizations that provide formal training to interns

	<b>Percent</b>
<b>Organizational Size</b>	
1-50	44%
51-250	53%
251-500	54%
Over 500	78%
<b>Non-Manufacturing</b>	
Accounting, Finance, & Insurance Services	80%
Non-Profit, Health, & Human Services	48%
Professional & Technical Services	46%
<b>Manufacturing</b>	
Manufacturing - Industrial	63%
Manufacturing - Science & Chemical	50%
Manufacturing - Other	53%
<b>All Organizations</b>	
	54%

### Types of training provided to interns

- Operations
- Departmental
- Computer / technical
- Presentation
- Multi-generation
- Safety
- Human resource policies
- On-the-job
- Coaching and mentoring
- Communication / presentation

## Organizations that provide interns access to a mentor

	<b>Percent</b>
<b>Organizational Size</b>	
1-50	81%
51-250	74%
251-500	77%
Over 500	65%
<b>Non-Manufacturing</b>	
Accounting, Finance, & Insurance Services	100%
Non-Profit, Health, & Human Services	54%
Professional & Technical Services	89%
<b>Manufacturing</b>	
Manufacturing - Industrial	88%
Manufacturing - Science & Chemical	50%
Manufacturing - Other	71%
<b>All Organizations</b>	
	75%

## Responsibilities of interns' supervisors and mentors

### Supervisory responsibilities

<b>All Organizations</b>	
Evaluating performance	86%
Assigning or managing projects	85%
Administrative tasks (signing time sheet, scheduling, etc.)	82%
Providing feedback or coaching	81%
Training or teaching new skills	78%
Ensuring that the internship is a learning experience	72%
Exposing intern to subject matter experts	63%

	<b>Organizational Size</b>			
	<b>1-50</b>	<b>51-250</b>	<b>251-500</b>	<b>Over 500</b>
Evaluating performance	81%	88%	100%	89%
Assigning or managing projects	76%	90%	92%	94%
Administrative tasks (signing time sheet, scheduling, etc.)	76%	81%	92%	94%
Providing feedback or coaching	71%	81%	100%	94%
Training or teaching new skills	69%	78%	100%	94%
Ensuring that the internship is a learning experience	67%	76%	85%	72%
Exposing intern to subject matter experts	52%	61%	69%	89%

	<b>Non-Manufacturing</b>		
	<b>Accounting, Finance, &amp; Insurance Services</b>	<b>Non-Profit, Health, &amp; Human Services</b>	<b>Professional &amp; Technical Services</b>
Evaluating performance	90%	93%	81%
Assigning or managing projects	100%	93%	83%
Administrative tasks (signing time sheet, scheduling, etc.)	70%	89%	78%
Providing feedback or coaching	80%	89%	78%
Training or teaching new skills	90%	89%	72%
Ensuring that the internship is a learning experience	70%	78%	75%
Exposing intern to subject matter experts	80%	48%	67%

	<b>Manufacturing</b>		
	<b>Manufacturing - Industrial</b>	<b>Manufacturing - Science &amp; Chemical</b>	<b>Manufacturing - Other</b>
Evaluating performance	89%	83%	87%
Assigning or managing projects	67%	67%	93%
Administrative tasks (signing time sheet, scheduling, etc.)	83%	83%	80%
Providing feedback or coaching	89%	50%	73%
Training or teaching new skills	78%	83%	73%
Ensuring that the internship is a learning experience	78%	33%	53%
Exposing intern to subject matter experts	72%	67%	60%

### Mentor responsibilities

	<b>All Organizations</b>
Ensuring that the internship is a learning experience	54%
Providing feedback or coaching	54%
Exposing intern to subject matter experts	50%
Training or teaching new skills	50%
Evaluating performance	28%
Assigning or managing projects	27%
Administrative tasks (signing time sheet, scheduling, etc.)	14%

	<b>Organizational Size</b>			
	1-50	51-250	251-500	Over 500
Evaluating performance	57%	51%	62%	56%
Assigning or managing projects	57%	63%	54%	39%
Administrative tasks (signing time sheet, scheduling, etc.)	57%	59%	54%	28%
Providing feedback or coaching	55%	51%	62%	39%
Training or teaching new skills	36%	27%	31%	17%
Ensuring that the internship is a learning experience	36%	27%	31%	11%
Exposing intern to subject matter experts	21%	17%	8%	0%

	<b>Non-Manufacturing</b>		
	<b>Accounting, Finance, &amp; Insurance Services</b>	<b>Non-Profit, Health, &amp; Human Services</b>	<b>Professional &amp; Technical Services</b>
Ensuring that the internship is a learning experience	70%	41%	56%
Providing feedback or coaching	70%	44%	64%
Exposing intern to subject matter experts	90%	41%	53%
Training or teaching new skills	80%	30%	61%
Evaluating performance	30%	15%	36%
Assigning or managing projects	30%	7%	39%
Administrative tasks (signing time sheet, scheduling, etc.)	20%	4%	19%

	<b>Manufacturing</b>		
	<b>Manufacturing - Industrial</b>	<b>Manufacturing - Science &amp; Chemical</b>	<b>Manufacturing - Other</b>
Ensuring that the internship is a learning experience	72%	50%	53%
Providing feedback or coaching	67%	33%	53%
Exposing intern to subject matter experts	78%	17%	40%
Training or teaching new skills	67%	33%	40%
Evaluating performance	33%	0%	33%
Assigning or managing projects	44%	17%	20%
Administrative tasks (signing time sheet, scheduling, etc.)	22%	0%	13%

## Organizations that give interns a performance evaluation

	<b>Percent</b>
<b>Organizational Size</b>	
1-50	73%
51-250	65%
251-500	69%
Over 500	83%
<b>Non-Manufacturing</b>	
Accounting, Finance, & Insurance Services	100%
Non-Profit, Health, & Human Services	56%
Professional & Technical Services	77%
<b>Manufacturing</b>	
Manufacturing - Industrial	69%
Manufacturing - Science & Chemical	83%
Manufacturing - Other	73%
<b>All Organizations</b>	
	73%

## Aspects of intern performance that are assessed

<b>All Organizations</b>	
Quality of work	70%
Efficiency / productivity	62%
Professionalism	60%
Ability to learn	55%
Level or value of contributions	51%

	<b>Organizational Size</b>			
	<b>1-50</b>	<b>51-250</b>	<b>251-500</b>	<b>Over 500</b>
Quality of work	74%	61%	69%	83%
Efficiency / productivity	67%	56%	69%	72%
Professionalism	67%	56%	54%	72%
Ability to learn	57%	51%	54%	72%
Level or value of contributions	52%	46%	62%	56%

	<b>Non-Manufacturing</b>		
	<b>Accounting, Finance, &amp; Insurance Services</b>	<b>Non-Profit, Health, &amp; Human Services</b>	<b>Professional &amp; Technical Services</b>
Quality of work	100%	59%	75%
Efficiency / productivity	100%	56%	67%
Professionalism	100%	56%	69%
Ability to learn	90%	44%	58%
Level or value of contributions	90%	41%	56%

	<b>Manufacturing</b>		
	<b>Manufacturing - Industrial</b>	<b>Manufacturing - Science &amp; Chemical</b>	<b>Manufacturing - Other</b>
Quality of work	56%	83%	73%
Efficiency / productivity	44%	83%	67%
Professionalism	39%	83%	60%
Ability to learn	61%	67%	53%
Level or value of contributions	39%	67%	47%

Other aspects of performance assessed by organizations

- Attendance
- Attitude
- Autonomy
- Communication
- Enthusiasm
- Initiative
- Integrity
- Judgment
- Motivation
- Planning
- Teamwork
- Problem solving

Organizations that provide interns with regular feedback or coaching

	<b>Percent</b>
<b>Organizational Size</b>	
1-50	95%
51-250	95%
251-500	100%
Over 500	82%
<b>Non-Manufacturing</b>	
Accounting, Finance, & Insurance Services	100%
Non-Profit, Health, & Human Services	89%
Professional & Technical Services	100%
<b>Manufacturing</b>	
Manufacturing - Industrial	88%
Manufacturing - Science & Chemical	100%
Manufacturing - Other	93%
<b>All Organizations</b>	
	94%

## Types of feedback gathered by organizations from interns at the end of the internship

<b>All Organizations</b>	
What they feel they learned or did not learn	69%
Satisfaction with job duties	62%
How internship differed from expectations	58%
Where they think work processes could be improved	56%
Opinions of supervisors and/or mentors	51%
Work they would have liked to do	50%
Understanding of expectations	43%

	<b>Organizational Size</b>			
	<b>1-50</b>	<b>51-250</b>	<b>251-500</b>	<b>Over 500</b>
What they feel they learned or did not learn	64%	71%	85%	78%
Satisfaction with job duties	67%	61%	77%	61%
How internship differed from expectations	57%	59%	85%	39%
Where they think work processes could be improved	60%	54%	77%	50%
Opinions of supervisors and/or mentors	48%	61%	69%	33%
Work they would have liked to do	55%	49%	54%	50%
Understanding of expectations	38%	51%	62%	33%

	<b>Non-Manufacturing</b>		
	<b>Accounting, Finance, &amp; Insurance Services</b>	<b>Non-Profit, Health, &amp; Human Services</b>	<b>Professional &amp; Technical Services</b>
What they feel they learned or did not learn	100%	67%	72%
Satisfaction with job duties	100%	63%	61%
How internship differed from expectations	100%	59%	61%
Where they think work processes could be improved	100%	63%	64%
Opinions of supervisors and/or mentors	90%	56%	42%
Work they would have liked to do	90%	52%	64%
Understanding of expectations	80%	44%	42%

	<b>Industry</b>		
	<b>Manufacturing - Industrial</b>	<b>Manufacturing - Science &amp; Chemical</b>	<b>Manufacturing - Other</b>
What they feel they learned or did not learn	61%	83%	60%
Satisfaction with job duties	61%	50%	53%
How internship differed from expectations	61%	33%	33%
Where they think work processes could be improved	44%	17%	40%
Opinions of supervisors and/or mentors	61%	50%	33%
Work they would have liked to do	33%	17%	33%
Understanding of expectations	33%	33%	47%

## Methods organizations use to continue to engage the intern

<b>All Organizations</b>	
Offer employment (if available)	62%
Keep in contact with intern	53%
Hold intern "alumni" events	2%

	<b>Organizational Size</b>			
	<b>1-50</b>	<b>51-250</b>	<b>251-500</b>	<b>Over 500</b>
Offer employment (if available)	62%	61%	62%	83%
Keep in contact with intern	60%	49%	77%	44%
Hold intern "alumni" events	2%	0%	0%	0%

	<b>Non-Manufacturing</b>		
	<b>Accounting, Finance, &amp; Insurance Services</b>	<b>Non-Profit, Health, &amp; Human Services</b>	<b>Professional &amp; Technical Services</b>
Offer employment (if available)	80%	56%	69%
Keep in contact with intern	70%	56%	56%
Hold intern "alumni" events	0%	4%	0%

	<b>Manufacturing</b>		
	<b>Manufacturing - Industrial</b>	<b>Manufacturing - Science &amp; Chemical</b>	<b>Manufacturing - Other</b>
Offer employment (if available)	61%	67%	67%
Keep in contact with intern	44%	50%	47%
Hold intern "alumni" events	0%	0%	0%

# Internship Pay Rates

## Accounting Intern

### Types of projects or assignments

	All Organizations	Non-Manufacturing	Manufacturing
Financial analysis and reporting	67%	63%	89%
Accounts payable or receivable	63%	63%	56%
Auditing	48%	56%	44%
Billing	33%	38%	11%
Tax	30%	31%	33%
Insurance	4%	6%	0%

Other types of projects or assignments: cost accounting, general accounting

### Pay Rates

Industry Type	# of Employers	# of Interns (unpaid)	# of Interns (paid)	25th Percentile	Median	75th Percentile	Average
Non-Manufacturing	12	7	48	\$10.00	\$12.70	\$15.63	\$13.33
Manufacturing	7	1	114	\$11.93	\$15.00	\$15.00	\$13.31
<b>All Organizations</b>	<b>19</b>	<b>8</b>	<b>162</b>	<b>\$10.50</b>	<b>\$14.40</b>	<b>\$15.50</b>	<b>\$13.32</b>

## Engineering Intern

### Types of projects or assignments

	All Organizations	Non-Manufacturing	Manufacturing
Mechanical	68%	43%	80%
Design / drafting	35%	57%	28%
Industrial	27%	0%	36%
Electrical	21%	57%	12%
Application	21%	14%	24%
Systems	18%	29%	16%
Chemical	15%	14%	16%

Other types of projects or assignments: process improvement, systems testing, civil engineering, packaging, theatre technology, bio-engineering, computer software engineering

### Pay Rates

		# of Employers	# of Interns (unpaid)	# of Interns (paid)	25th Percentile	Median	75th Percentile	Average
<b>Industry Type</b>								
	Non-Manufacturing	9	0	14	\$10.00	\$10.50	\$15.00	\$9.61
	Manufacturing	23	3	181	\$12.50	\$15.00	\$17.00	\$14.78
<b>All Organizations</b>		32	3	195	\$11.00	\$15.00	\$15.25	\$13.33

## Human Resources Intern

### Types of projects or assignments

	All Organizations	Non-Manufacturing	Manufacturing
Recruiting	68%	83%	50%
Training and development	59%	58%	63%
Employee relations program coordination	41%	33%	63%
Compensation management	36%	25%	63%
Benefits or payroll administration	27%	17%	38%
Performance management	27%	25%	38%

Other types of projects or assignments: wellness, analysis, statistics gathering, instructional design, project management, job descriptions, policy / procedure updates, document management

### Pay Rates

Industry Type	# of Employers	# of Interns (unpaid)	# of Interns (paid)	25th Percentile	Median	75th Percentile	Average
Non-Manufacturing	6	7	7	\$11.25	\$12.68	\$13.84	\$13.06
Manufacturing	7	1	10	\$11.00	\$12.85	\$13.80	\$12.42
<b>All Organizations</b>	13	8	17	\$11.00	\$12.85	\$14.00	\$12.72

## Information Technology Intern

### Types of projects or assignments

	All Organizations	Non-Manufacturing	Manufacturing
Help desk support	73%	63%	91%
Network administration or maintenance	64%	63%	64%
Database development or management	55%	68%	27%
Programming	49%	53%	36%
Application development	39%	47%	18%
Web administration	36%	53%	9%
Project management	30%	37%	18%

Other types of projects or assignments: security access, quality assurance, change management, email migration, software development

### Pay Rates

Industry Type	# of Employers	# of Interns (unpaid)	# of Interns (paid)	25th Percentile	Median	75th Percentile	Average
Non-Manufacturing	17	5	32	\$10.00	\$10.00	\$13.00	\$11.35
Manufacturing	11	1	65	\$12.50	\$12.85	\$14.75	\$13.21
<b>All Organizations</b>	<b>28</b>	<b>6</b>	<b>97</b>	<b>\$10.00</b>	<b>\$12.50</b>	<b>\$14.25</b>	<b>\$12.25</b>

## Marketing / Communications Intern

### Types of projects or assignments

	All Organizations	Non-Manufacturing	Manufacturing
Market research	78%	74%	92%
Promotional materials	75%	74%	77%
Mass communication / mailing lists	64%	74%	31%
Web content or administration	51%	54%	54%
Program and event coordination	47%	54%	38%
Public relations / press releases	47%	59%	23%
Advertising	29%	33%	23%
Media design of video or audio	22%	26%	15%

Other types of projects or assignments: fundraising, media design, reporting, editing, news-writing, social networking site marketing, copywriting, graphic design, business development, lead research, product management

### Pay Rates

Industry Type	# of Employers	# of Interns (unpaid)	# of Interns (paid)	25th Percentile	Median	75th Percentile	Average
Non-Manufacturing	24	36	37	\$8.75	\$10.00	\$10.13	\$9.52
Manufacturing	13	2	121	\$10.00	\$12.00	\$14.85	\$12.07
<b>All Organizations</b>	<b>37</b>	<b>38</b>	<b>158</b>	<b>\$9.50</b>	<b>\$10.00</b>	<b>\$12.00</b>	<b>\$10.42</b>

## Operations Intern

### Types of projects or assignments

	All Organizations	Non-Manufacturing	Manufacturing
Project management	67%	73%	33%
Logistics	53%	55%	67%
Office management	47%	45%	33%
Business analysis	40%	45%	33%
Supply chain management	27%	18%	67%
Purchasing	20%	18%	33%

Other types of projects or assignments: process improvement

### Pay Rates

		# of Employers	# of Interns (unpaid)	# of Interns (paid)	25th Percentile	Median	75th Percentile	Average
<b>Industry Type</b>								
	Non-Manufacturing	6	15	10	\$10.25	\$11.00	\$12.50	\$11.23
	Manufacturing	3	0	7	-	-	-	\$12.67
<b>All Organizations</b>		9	15	17	\$10.00	\$11.00	\$13.00	\$11.71

## Research Intern

### Types of projects or assignments

	All Organizations	Non-Manufacturing	Manufacturing
Data collection and analysis	100%	100%	100%
Quality control and testing	39%	27%	80%
Scientific laboratory research	28%	18%	60%
Economic or policy research	22%	36%	0%
Social science research	22%	36%	0%

### Pay Rates

Industry Type	# of Employers	# of Interns (unpaid)	# of Interns (paid)	25th Percentile	Median	75th Percentile	Average
Non-Manufacturing	6	8	8	\$10.00	\$10.00	\$10.00	\$10.00
Manufacturing	5	0	6	\$11.00	\$15.65	\$16.75	\$14.38
<b>All Organizations</b>	11	8	14	\$10.00	\$11.00	\$13.83	\$11.99

## Sales / Customer Service Intern

### Types of projects or assignments

	All Organizations	Non-Manufacturing	Manufacturing
Customer database administration	68%	62%	75%
Customer service	68%	77%	50%
Inside sales	37%	23%	50%
Business development	26%	15%	75%
Account management	21%	23%	25%
Outside sales	21%	15%	50%

Other types of projects or assignments: clerical work, document drafting, client intake, group sales, hospitality

### Pay Rates

		# of Employers	# of Interns (unpaid)	# of Interns (paid)	25th Percentile	Median	75th Percentile	Average
<b>Industry Type</b>								
	Non-Manufacturing	8	7	14	\$9.50	\$12.00	\$13.50	\$11.63
	Manufacturing	2	6	101	-	-	-	-
<b>All Organizations</b>		10	13	115	\$10.25	\$12.50	\$14.50	\$12.20

# Benefits of Using Interns

Organizations were asked to state the primary benefit that using interns has had on their organization. A thematic analysis was conducted on the responses and yielded seven common advantages that interns provide.

## Development of careers, jobs, and a talent pipeline

The most prevalent benefit of having interns is developing a talent pipeline of new hires for positions in the organization. Organizations cite that having interns on staff allows them to grow their own talent, test potential employees, and provide career paths for employees. Organizations say that benefits of having an intern include the ability to:

- Provide a career path for the company
- Bring the former interns on as full-time employees
- Develop a talent pipeline
- Test or try out potential employees before hiring them
- Measure talent (observe work ethic, ability to learn and grasp concepts, work with others, communicate, and be resourceful)
- Find and train "homegrown" talent
- Develop and secure local talent while instilling a thorough understanding of the organization's mission, vision, product, and processes allowing for efficient transitions into full-time positions with our company
- Continue to find many promising candidates for further employment
- Reduce the cost of recruiting, hiring, and training employees

## Workforce support

Another primary benefit of using interns is to support the workforce and current employees' workloads. Interns can provide administrative support and support an organization's workforce during busy times. Interns are a cost-effective and short term solution for adding workforce support. Organizations say that benefits of having an intern include the ability to:

- Perform work that otherwise would not have been done due to lack of staff
- Assist with workload
- Supplement the workforce
- Provide additional help with no financial impact
- Enable a short term productivity boost
- Offer vital administrative support
- Allow an increase in staff during peak times without committing to additional employees
- Increase the quality of quantity of our work and enable paid staff to focus on building the resources of the organization
- Help develop the skills of current employees who become their mentors and supervisors.

#### Enhanced creativity and new ideas

Another benefit of using interns is enhanced creativity and new ideas. Organizations claim that interns bring new ideas and a creative perspective to their workplace. Interns can enhance understanding of special issues as well as help the organization think more innovatively. Organizations say that benefits of having an intern include the ability to:

- Increase understanding of current issues
- Provide new ideas
- Offer "new blood" thinking
- Enhance creativity
- Bring fresh ideas to the workplace
- Contribute in creative ways to the core of the business
- Provide input and ideas
- Show innovative perspectives

### Freshness, energy, and enthusiasm

Freshness, energy, and enthusiasm are what some organizations perceive as the greatest benefit of having an intern on staff. Organizations find interns to be eager to learn and approach work with an energetic way. Organizations say that benefits of having an intern include the ability to:

- Bring energy and enthusiasm
- Provide a fresh perspective
- Are a source of ambitious, energetic, and creative employees
- Are eager to learn and grow skills
- Are ready for any task
- Embrace everything
- Display eagerness to engage in projects that are new to them
- Offer diversity to the workforce

### Project assistance

Project assistance is another way organizations use interns. Interns provide valuable special project assistance to alleviate full-time staff members to conduct their daily tasks. Organizations say that benefits of having an intern include the ability to:

- Assist with projects and allow mentoring by our staff
- Help with special projects
- Alleviate full-time staff to conduct daily duties
- Completion of project assignments
- Provide knowledge for projects
- Help coordinate new projects
- Complete time-intensive projects to improve operations

### Practical experience and acclimation to workforce

Other organizations view the primary benefit of using interns in a service-oriented light. Organizations enjoy providing students with practical experience in business, mentoring them in their field, and enhancing their prospects for future employment. Organizations say that benefits of having an intern include the ability to:

- Get students acclimated to workforce
- Help a student gain practical experience in an area they are interested
- Enhance students' understanding of how business functions day-to-day
- Help a student obtain future employment
- Provide an opportunity for work experience
- Offer meaningful experiences for interns on actual assignments
- Mentor students to become better equipped for employment
- Provide a well-rounded education
- Enhance their resumes
- Help students make future career decisions

### College relations

Some organizations also believe that using interns aids in better relationships and exposure at local colleges and universities. Organizations say that benefits of having an intern include the ability to:

- Increase exposure at local colleges and universities
- Enhance college relations
- Help establish ongoing relationships with schools