

# 2010 ERC/NOCHE Internship Pay Rates & Practices Survey

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**Conducted by ERC**

6700 Beta Drive, Suite 300, Mayfield Village, OH 44143

440/684-9700 | 440/684-9760 (fax)

[www.ercnet.org](http://www.ercnet.org)



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## 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 2010 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.

## Overview

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 March 30 and April 30, 2010. The survey, published in May of 2010, reports data from 118 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).

## Key Findings

- Intern pay rates have remained fairly stable in comparison to 2009.
- Most employers plan to maintain or increase the number of interns they employ in 2010. Few plan to reduce or eliminate interns.
- Respondents continue to cite that the most predominant reasons they use interns is to develop a talent pipeline, assist with special project work, increase exposure at local colleges, and universities, and obtain affordable workforce support.
- Many employers are providing orientations and training to interns, as well as evaluating their performance.
- Nearly three-quarters of employers provide interns with access to a mentor.
- Sixty-five percent of employers offer employment, if available, to interns and 59% continue to keep in contact with the intern.
- The most common way organizations source/recruit interns is by using career services' departments at local colleges and universities.
- Major, communication skills, career goals, professionalism, and coursework are the top five criteria employers use to hire interns.
- The percent of employers offering of benefits to interns has remained relatively flat, and in some cases declined slightly from last year.

## Internship Practices

### Organizations planning to make modifications to internship programs in 2010

Figure 1 | All organizations

All Organizations	
Increase number of interns	42%
Maintain number of interns	49%
Reduce number of interns	7%
Eliminate all interns	2%

Figure 1a | Industry

	Manufacturing	Non-Manufacturing	Non-Profit
Increase number of interns	48%	43%	34%
Maintain number of interns	36%	48%	63%
Reduce number of interns	8%	10%	0%
Eliminate all interns	8%	0%	3%

Figure 1b | Organizational size

	1-50	51-250	251-500	501+
Increase number of interns	46%	36%	57%	40%
Maintain number of interns	46%	55%	29%	50%
Reduce number of interns	7%	5%	0%	10%
Eliminate all interns	0%	5%	14%	0%

## Primary reasons organizations use interns

Figure 2 | All organizations

	All Organizations
To develop a talent pipeline	77%
To assist with special project work	63%
To obtain affordable workforce support	46%
To increase exposure at local colleges and universities	46%
To "test" potential employees before hiring them	41%
To improve retention of new college graduates in Northeast Ohio	36%
To solicit creative / innovative input	33%
To provide administrative support	27%
To develop supervisory skills	7%

Figure 2a | Industry

	Manufacturing	Non-Manufacturing	Non-Profit
To develop a talent pipeline	88%	79%	67%
To assist with special project work	68%	56%	67%
To obtain affordable workforce support	44%	51%	42%
To increase exposure at local colleges and universities	48%	49%	55%
To "test" potential employees before hiring them	56%	51%	18%
To improve retention of new college graduates in Northeast Ohio	32%	40%	30%
To solicit creative / innovative input	44%	35%	30%
To provide administrative support	16%	23%	49%
To develop supervisory skills	12%	5%	6%

**Figure 2b | Organizational size**

	1-50	51-250	251-500	501+
To develop a talent pipeline	64%	84%	75%	80%
To assist with special project work	50%	67%	75%	65%
To obtain affordable workforce support	64%	38%	38%	45%
To increase exposure at local colleges and universities	46%	49%	38%	65%
To "test" potential employees before hiring them	39%	44%	50%	35%
To improve retention of new college graduates in Northeast Ohio	39%	31%	25%	40%
To solicit creative / innovative input	36%	38%	50%	25%
To provide administrative support	32%	29%	13%	35%
To develop supervisory skills	14%	2%	0%	10%

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

**Figure 3 | All breakouts**

	Percent
All Organizations	84%
<b>Industry</b>	
Manufacturing	79%
Non-Manufacturing	77%
Non-Profit	88%
<b>Organizational Size</b>	
1-50	86%
51-250	76%
251-500	63%
Over 500	95%

## Types of benefits offered to interns

Figure 4 | All organizations

	All Organizations
Pay for or allow intern(s) to attend organization's social events	42%
On-site perks (i.e. cafeteria, fitness center)	31%
Rewards and recognition (i.e. gift cards, peer recognition)	31%
Pay for or allow intern(s) to attend networking events	25%
Subsidized parking	18%
Credit towards benefits for time worked if hired after graduation	10%
Paid holidays	10%
Performance incentives (i.e. cash bonuses)	4%
401(k) / 403(b)	3%
Leaves of absence	3%
Paid sick days / time off	1%
Tuition reimbursement	0%

Figure 4a | Industry

	Manufacturing	Non-Manufacturing	Non-Profit
Pay for or allow intern(s) to attend organization's social events	44%	47%	27%
On-site perks (i.e. cafeteria, fitness center)	48%	30%	15%
Rewards and recognition (i.e. gift cards, peer recognition)	24%	35%	36%
Pay for or allow intern(s) to attend networking events	20%	30%	21%
Subsidized parking	0%	14%	39%
Credit towards benefits for time worked if hired after graduation	16%	9%	6%
Paid holidays	16%	9%	6%

	Manufacturing	Non-Manufacturing	Non-Profit
Performance incentives (i.e. cash bonuses)	4%	7%	3%
401(k) / 403(b)	8%	2%	3%
Leaves of absence	0%	2%	0%
Paid sick days / time off	0%	0%	0%
Tuition reimbursement	0%	0%	0%

**Figure 4b | Organizational size**

	1-50	51-250	251-500	501+
Pay for or allow intern(s) to attend organization's social events	50%	33%	38%	40%
On-site perks (i.e. cafeteria, fitness center)	18%	22%	38%	60%
Rewards and recognition (i.e. gift cards, peer recognition)	29%	29%	25%	50%
Pay for or allow intern(s) to attend networking events	39%	18%	13%	25%
Subsidized parking	18%	18%	0%	30%
Credit towards benefits for time worked if hired after graduation	0%	13%	0%	20%
Paid holidays	4%	16%	13%	5%
Performance incentives (i.e. cash bonuses)	14%	2%	0%	0%
401(k) / 403(b)	0%	2%	0%	15%
Leaves of absence	4%	0%	0%	0%
Paid sick days / time off	0%	0%	0%	0%
Tuition reimbursement	0%	0%	0%	0%

## Sources used to recruit interns

Figure 5 | All organizations

	All Organizations
Career services at colleges	71%
Referrals	59%
Campus outreach (career fairs, advertising, etc.)	57%
Faculty	38%
www.neointern.net	34%
Intern websites	31%
Job boards	30%
Social networking	21%

Figure 5a | Industry

	Manufacturing	Non-Manufacturing	Non-Profit
Career services at colleges	80%	70%	73%
Referrals	56%	72%	39%
Campus outreach (career fairs, advertising, etc.)	64%	61%	49%
Faculty	32%	42%	39%
www.neointern.net	28%	40%	27%
Intern websites	32%	33%	27%
Job boards	36%	35%	21%
Social networking	8%	30%	27%

**Figure 5b | Organizational size**

	1-50	51-250	251-500	501+
Career services at colleges	61%	82%	50%	80%
Referrals	43%	60%	63%	70%
Campus outreach (career fairs, advertising, etc.)	43%	56%	63%	80%
Faculty	32%	38%	50%	45%
www.neointern.net	25%	31%	50%	40%
Intern websites	25%	31%	25%	40%
Job boards	14%	36%	25%	45%
Social networking	43%	18%	0%	20%

## Criteria used to hire interns

Figure 6 | All organizations

	All Organizations
Major	83%
Communication skills (written or oral)	79%
Career goals	69%
Professionalism	66%
Coursework	62%
Work ethic	56%
Work experience	54%
Academic year	50%
Grade point average (GPA)	35%
Business acumen	31%
Projects	31%
Extracurricular activities	25%

Figure 6a | Industry

	Manufacturing	Non-Manufacturing	Non-Profit
Major	88%	88%	79%
Communication skills (written or oral)	76%	81%	76%
Career goals	68%	77%	73%
Professionalism	48%	70%	73%
Coursework	76%	58%	55%
Work ethic	48%	67%	49%
Work experience	72%	49%	49%

	Manufacturing	Non-Manufacturing	Non-Profit
Academic year	48%	51%	49%
Grade point average (GPA)	48%	44%	9%
Business acumen	24%	40%	30%
Projects	32%	30%	33%

**Figure 6b | Organizational size**

	1-50	51-250	251-500	501+
Major	82%	84%	88%	90%
Communication skills (written or oral)	71%	76%	88%	90%
Career goals	75%	76%	63%	70%
Professionalism	64%	56%	88%	80%
Coursework	50%	62%	75%	70%
Work ethic	57%	47%	88%	65%
Work experience	64%	40%	63%	70%
Academic year	50%	51%	25%	55%
Grade point average (GPA)	36%	27%	50%	40%
Business acumen	32%	27%	50%	40%
Projects	36%	24%	63%	30%
Extracurricular activities	25%	11%	63%	40%

**Average cut-off GPAs (if GPA is used as criteria)**

**Figure 7 | All breakouts**

	Average
All Organizations	3.1
<b>Industry</b>	
Manufacturing	3.0
Non-Manufacturing	3.1
Non-Profit	3.2
<b>Organizational Size</b>	
1-50	3.1
51-250	3.2
251-500	3.1
Over 500	2.9

**Academic year required for internships**

**Figure 8 | All organizations**

All Organizations	
No requirement	44%
Year 1	6%
Year 2	22%
Year 3	33%
Year 4	24%
Graduate	14%

**Figure 8a | Industry**

	Manufacturing	Non-Manufacturing	Non-Profit
No requirement	44%	44%	46%
Year 1	12%	0%	12%
Year 2	32%	14%	24%
Year 3	36%	42%	27%
Year 4	20%	19%	33%
Graduate	4%	9%	27%

**Figure 8b | Organizational size**

	1-50	51-250	251-500	501+
No requirement	46%	42%	63%	40%
Year 1	7%	7%	0%	10%
Year 2	25%	20%	0%	30%
Year 3	21%	40%	38%	45%
Year 4	21%	20%	13%	40%
Graduate	14%	7%	0%	35%

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

**Figure 9 | All breakouts**

	Percent
All Organizations	92%
<b>Industry</b>	
Manufacturing	88%
Non-Manufacturing	91%
Non-Profit	97%
<b>Organizational Size</b>	
1-50	89%
51-250	91%
251-500	88%
Over 500	100%

**Organizations that provide formal training to interns**

**Figure 10 | All breakouts**

	Percent
All Organizations	63%
<b>Industry</b>	
Manufacturing	57%
Non-Manufacturing	51%
Non-Profit	73%
<b>Organizational Size</b>	
1-50	50%
51-250	61%
251-500	50%
Over 500	74%

**Types of formal training provided:**

- Business/professional etiquette
- Computer, software, and systems
- Department-specific training
- General business training
- Harassment
- Industry topics
- Interviewing
- Policies and procedures; mission and values
- Projects
- Resume-writing
- Safety
- Social networking
- Training specific to job/duties of internship
- On-going professional development (webinars, training, seminars, etc.)

### Organizations that provide interns with access to a mentor

Figure 11 | All breakouts

	Percent
All Organizations	72%
<b>Industry</b>	
Manufacturing	67%
Non-Manufacturing	77%
Non-Profit	66%
<b>Organizational Size</b>	
1-50	93%
51-250	62%
251-500	50%
Over 500	67%

## Responsibilities of interns' supervisors and mentors

### Responsibilities of supervisors

Figure 12 | All organizations

	All Organizations
Assigning or managing projects	86%
Evaluating performance	84%
Providing feedback or coaching	83%
Administrative tasks (signing time sheet, scheduling, etc.)	82%
Training or teaching new skills	80%
Ensuring that the internship is a learning experience	71%
Exposing intern to subject matter experts	68%

Figure 12a | Industry

	Manufacturing	Non-Manufacturing	Non-Profit
Assigning or managing projects	84%	86%	88%
Evaluating performance	76%	81%	91%
Providing feedback or coaching	76%	81%	91%
Administrative tasks (signing time sheet, scheduling, etc.)	84%	84%	79%
Training or teaching new skills	76%	77%	85%
Ensuring that the internship is a learning experience	64%	67%	85%
Exposing intern to subject matter experts	60%	70%	73%

**Figure 12b | Organizational size**

	1-50	51-250	251-500	501+
Assigning or managing projects	82%	91%	75%	85%
Evaluating performance	75%	84%	88%	90%
Providing feedback or coaching	79%	84%	75%	90%
Administrative tasks (signing time sheet, scheduling, etc.)	82%	84%	88%	75%
Training or teaching new skills	75%	78%	88%	85%
Ensuring that the internship is a learning experience	61%	80%	63%	75%
Exposing intern to subject matter experts	57%	69%	75%	80%

**Responsibilities of mentors**

**Figure 12c | All organizations**

	All Organizations
Providing feedback or coaching	48%
Ensuring that the internship is a learning experience	47%
Training or teaching new skills	44%
Exposing intern to subject matter experts	41%
Evaluating performance	32%
Assigning or managing projects	21%
Administrative tasks (signing time sheet, scheduling, etc.)	12%

**Figure 12d | Industry**

	Manufacturing	Non-Manufacturing	Non-Profit
Providing feedback or coaching	52%	58%	39%
Ensuring that the internship is a learning experience	56%	51%	36%
Training or teaching new skills	60%	54%	24%
Exposing intern to subject matter experts	48%	49%	30%
Evaluating performance	28%	40%	33%
Assigning or managing projects	16%	30%	21%
Administrative tasks (signing time sheet, scheduling, etc.)	12%	16%	6%

**Figure 12e | Organizational size**

	1-50	51-250	251-500	501+
Providing feedback or coaching	64%	49%	50%	35%
Ensuring that the internship is a learning experience	68%	38%	50%	40%
Training or teaching new skills	54%	42%	38%	45%
Exposing intern to subject matter experts	54%	38%	38%	40%
Evaluating performance	46%	33%	38%	20%
Assigning or managing projects	36%	20%	25%	15%
Administrative tasks (signing time sheet, scheduling, etc.)	25%	9%	0%	5%

### Organizations that give interns a performance evaluation

Figure 13 | All breakouts

	Average
All Organizations	66%
<b>Industry</b>	
Manufacturing	68%
Non-Manufacturing	70%
Non-Profit	55%
<b>Organizational Size</b>	
1-50	57%
51-250	64%
251-500	75%
Over 500	70%

**Aspects of intern performance that are assessed if performance evaluations are given**

**Figure 14 | All organizations**

All Organizations	
Quality of work	96%
Professionalism	89%
Efficiency / productivity	86%
Ability to learn	77%
Level or value of contributions	73%

**Figure 14a | Industry**

	Manufacturing	Non-Manufacturing	Non-Profit
Quality of work	94%	100%	89%
Professionalism	88%	97%	78%
Efficiency / productivity	88%	90%	78%
Ability to learn	82%	80%	72%
Level or value of contributions	88%	80%	56%

**Figure 14b | Organizational size**

	1-50	51-250	251-500	501+
Quality of work	88%	100%	100%	93%
Professionalism	81%	97%	83%	86%
Efficiency / productivity	69%	93%	83%	93%
Ability to learn	75%	83%	83%	71%
Level or value of contributions	69%	72%	100%	79%

**Other aspects of performance assessed:**

- Ability to complete tasks without direct supervision
- Attitude
- Comfort with operations
- Communication skills
- Creativity
- Customer service skills
- Dependability
- Interpersonal skills
- Political savviness
- Problem solving
- Project completion
- Teamwork
- Thoroughness
- Willingness to learn

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

**Figure 15 | All organizations**

	All Organizations
What they feel they learned or did not learn	69%
Satisfaction with job duties	66%
How internship differed from expectations	56%
Where they think work processes could be improved	56%
Opinions of supervisors and/or mentors	51%
Work they would have liked to do	48%
Understanding of expectations	48%

**Figure 15a | Industry**

	Manufacturing	Non-Manufacturing	Non-Profit
What they feel they learned or did not learn	68%	70%	64%
Satisfaction with job duties	60%	70%	67%
How internship differed from expectations	68%	61%	39%
Where they think work processes could be improved	56%	67%	46%
Opinions of supervisors and/or mentors	60%	51%	49%
Work they would have liked to do	60%	51%	42%
Understanding of expectations	52%	49%	46%

**Figure 15b | Organizational size**

	1-50	51-250	251-500	501+
What they feel they learned or did not learn	71%	64%	38%	80%
Satisfaction with job duties	64%	67%	50%	75%
How internship differed from expectations	50%	53%	63%	65%
Where they think work processes could be improved	46%	62%	50%	65%
Opinions of supervisors and/or mentors	54%	47%	38%	70%
Work they would have liked to do	39%	49%	50%	70%
Understanding of expectations	36%	51%	50%	60%

## Methods organizations use to continue to engage interns

**Figure 16 | All organizations**

	All Organizations
Offer employment (if available)	65%
Keep in contact with intern	59%
Hold intern "alumni" events	3%

**Figure 16a | Industry**

	Manufacturing	Non-Manufacturing	Non-Profit
Offer employment (if available)	80%	70%	52%
Keep in contact with intern	68%	67%	46%
Hold intern "alumni" events	0%	2%	0%

**Figure 16b | Organizational size**

	1-50	51-250	251-500	501+
Offer employment (if available)	50%	73%	88%	65%
Keep in contact with intern	71%	51%	63%	65%
Hold intern "alumni" events	0%	2%	0%	0%

## Reasons organizations did not offer employment to any or some interns

**Figure 17 | All organizations**

	All Organizations
No positions open	67%
Intern had not graduated yet	48%
Intern performance was poor	29%
Intern was not ready for full time employment	25%

**Figure 17a | Industry**

	Manufacturing	Non-Manufacturing	Non-Profit
No positions open	64%	67%	73%
Intern had not graduated yet	64%	47%	33%
Intern performance was poor	32%	26%	27%
Intern was not ready for full time employment	28%	23%	24%

**Figure 17b | Organizational size**

	1-50	51-250	251-500	501+
No positions open	61%	73%	75%	65%
Intern had not graduated yet	36%	51%	63%	45%
Intern performance was poor	21%	29%	50%	25%
Intern was not ready for full time employment	25%	27%	25%	20%

**Other reasons interns were not offered employment**

- Internship program is not designed for professional hiring within organization
- Budget
- Did not meet criteria of experience
- System requires all positions to be filled through posting and interviewing process
- Stay in touch and encourage application at a later date
- Intern decided they didn't like that line of work
- Internship is for class project only
- Just started the intern program

**Types of reimbursements organizations obtained for internships**

**Figure 18 | All organizations**

All Organizations	
Ohio Third Frontier Reimbursement	18%
Entrepreneurial Reimbursement	2%
Summer on the Cuyahoga	2%
Foundation Reimbursement	3%

**Figure 18a | Industry**

	Manufacturing	Non-Manufacturing	Non-Profit
Ohio Third Frontier Reimbursement	32%	19%	0%
Entrepreneurial Reimbursement	4%	0%	0%
Summer on the Cuyahoga	0%	2%	3%
Foundation Reimbursement	4%	0%	9%

**Figure 18b | Organizational size**

	1-50	51-250	251-500	501+
Ohio Third Frontier Reimbursement	21%	9%	38%	15%
Entrepreneurial Reimbursement	4%	0%	0%	0%
Summer on the Cuyahoga	4%	0%	0%	5%
Foundation Reimbursement	11%	2%	0%	0%

## 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. All of them were consistent with the findings in the 2009 survey.

### **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:

- Test or try out potential employees before hiring them (“try before you buy”)
- Hire talent that is familiar with the organization’s operations
- Find additional trained, educated, and qualified employees
- Expose organization to new talent
- Help identify entry-level talent
- Provide pool of talent
- Build a following of people to consider for future jobs in the company
- Develop a talent pipeline

### **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:

- Alleviate workload of other staff
- Free up staff for completion of other tasks
- Supplement staff in understaffed/lean departments

- Provide affordable help with engaged talent
- Perform work that otherwise would not have been done due to lack of staff

### **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:

- Provide new ideas and information
- Offer enhanced technical skills
- Increase creative thinking
- Add a fresh perspective to projects and assignments
- Bring innovative solutions
- Keep workforce connected to new knowledge

### **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:

- Add qualified and trained staff
- Bring excitement and enthusiasm
- Provide a fresh perspective
- Provide invigorating energy

### **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:

- Help with special projects
- Complete time-intensive projects
- Fresh look at projects
- Allow projects to come to fruition
- Alleviate other staff/managers to conduct daily duties
- Help manage projects and support ramp up in business

### **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:

- Help students learn professional skills
- Provide them with necessary and important tasks that contribute to the organization's success
- Offer intern valuable, marketable experience
- Provide an opportunity for work experience
- Allow students to gain industry knowledge and on-the-job training
- Provide younger staff members opportunity to mentor and supervise
- Offer a realistic preview of the organization and build a positive image
- Give students a chance to apply theories learned in the classroom to the workplace
- Provide real-world experiences

**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:

- Develop relationships with local colleges and universities
- Provide connections with local colleges and universities
- Raise community awareness of the organization
- Increase/offer exposure at colleges and universities

## Intern Pay Rates

### Accounting Intern

#### Types of projects or assignments

	All Organizations	Manufacturing	Non-Manufacturing
Accounting	82%	100%	63%
Accounts payable or receivable	47%	43%	40%
Auditing	38%	43%	27%
Billing	18%	0%	17%
Financial analysis and reporting	59%	43%	47%
Insurance	6%	0%	7%
Tax	26%	29%	17%

Other types of projects or assignments: actuarial consulting, building forms, investments, legal and compliance, administrative tasks

#### Pay Rates

Industry	<u>Paid Internships</u>		<u>Unpaid Internships</u>		25 <sup>th</sup> Percentile	Median	75 <sup>th</sup> Percentile	Average
	Number of Employers	Number of Interns	Number of Employers	Number of Interns				
Manufacturing	8	40	0	0	\$10.38	\$13.25	\$15.75	\$13.17
Non-Manufacturing	21	72	7	16	\$10.00	\$12.00	\$15.00	\$13.05
<b>Total</b>	<b>33</b>	<b>124</b>	<b>7</b>	<b>16</b>	<b>\$10.00</b>	<b>\$11.50</b>	<b>\$15.00</b>	<b>\$11.60</b>

## Engineering Intern

### Types of projects or assignments

	All Organizations	Manufacturing	Non-Manufacturing
Application	38%	27%	18%
Bio-engineering	8%	7%	5%
Chemical	13%	13%	0%
Civil	4%	0%	0%
Computer software	33%	20%	18%
Design/drafting	46%	27%	23%
Electrical	50%	47%	18%
Industrial	33%	40%	5%
Mechanical	75%	80%	23%
Systems	17%	13%	5%

Other types of projects or assignments: plastic injection manufacturing, automation, construction engineering technology

### Pay Rates

Industry	<u>Paid Internships</u>		<u>Unpaid Internships</u>		25 <sup>th</sup> Percentile	Median	75 <sup>th</sup> Percentile	Average
	Number of Employers	Number of Interns	Number of Employers	Number of Interns				
Manufacturing	15	135	0	0	\$14.50	\$16.00	\$17.50	\$16.08
Non-Manufacturing	9	33	0	0	\$11.25	\$13.50	\$14.75	\$12.00
<b>Total</b>	26	247	0	0	\$14.00	\$15.00	\$16.00	\$14.59

## Human Resources Intern

### Types of projects or assignments

	All Organizations	Manufacturing	Non-Manufacturing
Benefits	50%	33%	50%
Administration (policies, job descriptions, document mgt.)	83%	67%	86%
Compensation management	11%	0%	14%
Employee relations program coordination	39%	33%	36%
Payroll administration	6%	0%	7%
Performance management	28%	0%	36%
Recruiting	44%	0%	50%
Training and development	61%	0%	71%
Wellness	44%	0%	57%

Other types of projects or assignments: human resource information systems, employee satisfaction surveys

### Pay Rates

Industry	<u>Paid Internships</u>		<u>Unpaid Internships</u>		25 <sup>th</sup> Percentile	Median	75 <sup>th</sup> Percentile	Average
	Number of Employers	Number of Interns	Number of Employers	Number of Interns				
Manufacturing	5	10	0	0	\$9.50	\$12.00	\$13.00	\$11.70
Non-Manufacturing	13	16	4	7	\$8.00	\$10.00	\$11.25	\$10.42
<b>Total</b>	19	27	4	7	\$9.50	\$10.00	\$12.00	\$10.79

## Information Technology Intern

### Types of projects or assignments

	All Organizations	Manufacturing	Non-Manufacturing
Application development	55%	75%	47%
Database development or management	55%	100%	33%
Help desk support	68%	75%	73%
Network administration or maintenance	73%	100%	67%
Programming	23%	50%	13%
Project management	36%	75%	27%
Security	23%	50%	13%
Software development	23%	75%	7%
Web administration	45%	75%	20%

Other types of projects or assignments: software testing

### Pay Rates

Industry	<u>Paid Internships</u>		<u>Unpaid Internships</u>		25 <sup>th</sup> Percentile	Median	75 <sup>th</sup> Percentile	Average
	Number of Employers	Number of Interns	Number of Employers	Number of Interns				
Manufacturing	5	74	0	0	\$12.75	\$14.00	\$15.00	\$13.75
Non-Manufacturing	15	33	6	4	\$10.00	\$12.00	\$14.00	\$12.12
<b>Total</b>	24	126	5	7	\$11.75	\$12.00	\$15.00	\$12.58

## Marketing/Communications Intern

### Types of projects or assignments

	All Organizations	Manufacturing	Non-Manufacturing
Advertising	35%	25%	39%
Graphic design	33%	38%	31%
Market research	72%	88%	67%
Mass communication/ mailing lists	65%	25%	75%
Media design of video or audio	15%	0%	19%
Product management	22%	13%	25%
Program and event coordination	41%	25%	47%
Promotional materials	54%	38%	58%
Public relations/press releases	41%	13%	47%
Reporting/editing	35%	38%	36%
Social networking	33%	13%	36%
Web content or administration	46%	38%	50%

Other types of projects or assignments: product design, special events, community outreach programs, broadcasting, tracking media coverage, business development and planning, commercialization strategy, photography, media monitoring

**Marketing/Communications Intern**

**Pay Rates**

Industry	<u>Paid Internships</u>		<u>Unpaid Internships</u>		25 <sup>th</sup> Percentile	Median	75 <sup>th</sup> Percentile	Average
	Number of Employers	Number of Interns	Number of Employers	Number of Interns				
Manufacturing	9	20	0	0	\$8.50	\$10.00	\$11.75	\$9.30
Non-Manufacturing	25	40	12	26	\$8.00	\$10.00	\$10.60	\$8.64
<b>Total</b>	35	61	13	27	\$9.00	\$10.00	\$12.00	\$10.78

## Operations Intern

### Types of projects or assignments

	All Organizations	Manufacturing	Non-Manufacturing
Business analysis	64%	25%	71%
Logistics	45%	25%	43%
Office management	45%	25%	57%
Process improvement	55%	50%	43%
Project management	64%	50%	71%
Purchasing	27%	25%	14%
Supply chain management	18%	0%	14%

Other types of projects or assignments: plant manufacturing

### Pay Rates

Industry	<u>Paid Internships</u>		<u>Unpaid Internships</u>		25 <sup>th</sup> Percentile	Median	75 <sup>th</sup> Percentile	Average
	Number of Employers	Number of Interns	Number of Employers	Number of Interns				
Manufacturing	4	14	0	0	n/a	n/a	n/a	\$10.38
Non-Manufacturing	6	6	2	3	\$8.00	\$10.00	\$10.00	\$9.60
<b>Total</b>	12	27	2	3	\$9.25	\$10.00	\$12.50	\$9.85

## Research Intern

### Types of projects or assignments

	All Organizations	Manufacturing	Non-Manufacturing
Data collection and analysis	100%	67%	86%
Economic or policy research	50%	0%	57%
Scientific laboratory research	0%	0%	0%
Social science research	25%	0%	29%
Quality control and testing	25%	0%	29%

Other types of projects or assignments: patent and library research, market research, competitive analysis, valuation, news/information fact-checking

### Pay Rates

Industry	Paid Internships		Unpaid Internships		25 <sup>th</sup> Percentile	Median	75 <sup>th</sup> Percentile	Average
	Number of Employers	Number of Interns	Number of Employers	Number of Interns				
Manufacturing	3	12	0	0	n/a	n/a	n/a	\$14.33
Non-Manufacturing	5	17	3	6	\$8.00	\$10.00	\$12.00	\$11.20
<b>Total</b>	8	29	3	6	\$8.75	\$11.00	\$16.50	\$12.38

## Sales/Customer Service Intern

### Types of projects or assignments

	All Organizations	Manufacturing	Non-Manufacturing
Account management	45%	67%	29%
Administrative/clerical work	64%	33%	71%
Business development	36%	67%	29%
Customer intake	36%	33%	43%
Customer database administration	55%	0%	86%
Customer service	36%	33%	29%
Inside sales	45%	33%	57%
Outside sales	18%	0%	29%

### Pay Rates

Industry	<u>Paid Internships</u>		<u>Unpaid Internships</u>		25 <sup>th</sup> Percentile	Median	75 <sup>th</sup> Percentile	Average
	Number of Employers	Number of Interns	Number of Employers	Number of Interns				
Manufacturing	3	11	0	0	n/a	n/a	n/a	\$10.00
Non-Manufacturing	6	7	1	2	\$8.50	\$10.00	\$11.00	\$9.50
<b>Total</b>	10	23	2	1	\$8.50	\$10.00	\$10.50	\$9.00

## Non-Profit/Health & Human Services Intern

### Types of projects or assignments

	All Organizations	Manufacturing	Non-Manufacturing
Case management	58%	n/a	54%
Child or adolescent development	25%	n/a	23%
Counseling or social work	58%	n/a	54%
Fundraising and development	42%	n/a	38%
Program development and coordination	50%	n/a	46%

Other types of projects or assignments: administrative support, patient/client quality, special events planning, occupational and physical therapy assistance, direct care support

### Pay Rates

Industry	<u>Paid Internships</u>		<u>Unpaid Internships</u>		25 <sup>th</sup> Percentile	Median	75 <sup>th</sup> Percentile	Average
	Number of Employers	Number of Interns	Number of Employers	Number of Interns				
Manufacturing	0	0	0	0	n/a	n/a	n/a	n/a
Non-Manufacturing	3	5	12	92	n/a	n/a	n/a	\$10.08
<b>Total</b>	3	5	12	92	n/a	n/a	n/a	\$10.08

## Respondent Demographics

One-hundred and eighteen (118) organizations in Northeast Ohio participated in the survey; a breakdown of the industries and sizes they represent is provided below.

	Percent
<b>Industry</b>	
Manufacturing	25%
Non-Manufacturing	43%
Non-Profit	32%
<b>Organizational size</b>	
1-50	28%
51-200	45%
201-500	8%
501+	19%
<b>Annual revenue</b>	
\$0 - \$5,000,000	32%
\$5,000,000 - \$9,999,999	9%
\$10,000,000 - \$19,999,999	16%
\$20,000,000 - \$49,000,000	15%
\$50,000,000+	28%

## Participating Organizations

ABB Inc  
Apple Growth Partners  
Arhaus Furniture  
BCG&Co  
Bellefaire JCB  
Berea Children's Home & Family Services  
BioEnterprise  
Bowden Manufacturing  
Child Guidance & Family Solutions  
Cleveland Clinic  
Cleveland Division of Air Quality  
Cleveland Indians  
CleveMed  
Cohen & Company  
Community Assessment & Treatment Services  
Concordia Care  
Cornwell Quality Tools Company  
Cuyhaoga County Board of Health  
De Nora Tech, Inc.  
Dots  
Dwellworks  
Echogen  
EDR Media LLC  
ESIQ  
Findley Davies, Inc.  
Firelands Media Group LLC  
ForTec Companies  
Goldstein Caldwell and Associates  
Goodwill Industries of Greater Cleveland and East  
Central Ohio  
Great Lakes Science Center  
Harley-Davidson Dealer Systems  
HELP Foundation Inc.  
Hopewell  
Housing Research & Advocacy Center

Hyland Software, Inc.  
ideastream  
InterDesign, Inc.  
JoAnn Fabrics and Craft Stores  
Joy Mining Machinery  
Kalmbach Feeds, Inc.  
Kidney Foundation of Ohio  
Kurtz Bros., Inc.  
Lake County Council on Aging  
Lake Erie Nature & Science Center  
Laketran  
Liggett Stashower  
Little Tikes  
MAGNET  
MCPc, Inc.  
MediaSource  
Meister Media Worldwide  
MIMvista Corp.  
Museum of Contemporary Art Cleveland  
National Interstate Insurance  
National Safety Apparel, Inc.  
Neundorfer, Inc.  
NSL Analytical Services, Inc.  
OMNOVA Solutions Inc.  
One Wish LLC  
Orbital Research Inc.  
Overdrive, Inc.  
Parker Hannifin Corporation  
PRC Medical  
Prefomed Line Products Company  
Ranpak Corp  
Ricerca Biosciences, LLC  
Rock and Roll Hall of Fame and Museum  
Ronald McDonald House of Cleveland  
RPM International Inc.

Saeco USA  
Saint-Gobain Crystals  
Segmint  
SES LLC  
SS&G Financial Services, Inc.  
Stout Risius Ross  
Strang Corp  
Stride Tool  
Summa Health System  
TCP Inc.  
Technology Management, Inc.  
The Ahola Corporation  
The Center for Community Solutions  
The Center for Health Affairs  
The Lanly Company  
The Ohio Department of Job and Family Services  
The Sherwin-Williams Company  
The Up Side of Downs of Greater Cleveland  
The Visiting Nurse Association  
Thogus  
Thomas Roulston Investment Partners  
Transtar Industries  
United Cerebral Palsy of Greater Cleveland  
University Hospitals  
USDOC  
ValMark Insurance Agency, LLC  
Westfield Insurance  
WEWS  
Wrayco Industries, Inc.  
Youngstown Warren Regional Chamber

## 2010 ERC/NOCHE Internship Pay Rates & Practices Survey

Conducted by ERC

6700 Beta Drive, Suite 300, Mayfield Village, OH 44143

440/684-9700 | 440/684-9760 (fax)

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