CareerReady Work, Learn & Grow:

Remote Internship Industry Partner Guide

Your Guide to implementing high quality remote internships

Table of Contents

Dear Employer,

Thank you for your commitment and support of NYC youth by providing remote internships through the Work, Learn and Grow Employment Program (CareerReady WLG).

This program is intended to develop a continuum of career readiness and exploration for youth through academics, learning activities and paid internship opportunities. The COVID-19 health crisis has impacted nearly every facet of our society and education system. This is an exciting time for students, and whether you will be providing a remote or hybrid internship, you, the industry partner, will play a major role in their continued growth and development.

This guide provides you with the information and tools necessary to deliver successful remote internship experiences to youth. Enclosed you will find guidance on how to create a remote internship, host an intern, sample projects, job descriptions, and materials to guide internship facilitation. The remote internship guide is a comprehensive document which contains program best practices and guiding elements of youth development to support a remote learning environment. In addition to the guidance provided here, there will be an Industry Partner Orientation and ongoing assistance from your CareerReady WLG provider.

If you have any questions or need additional support, please contact your CareerReady WLG provider.

Wishing you an amazing CareerReady WLG experience!

Make a difference,

The NYC Department of Youth & Community Development (DYCD)

CareerReady Work Learn & Grow Program

Program Overview

CareerReady WLG is a school-year program that provides NYC public high school students the opportunity to strengthen their work readiness skills, explore career pathways, and receive academic support. CareerReady WLG combines academic coursework, credit bearing college courses, career exploration activities, and City-paid remote and in-person internships for a comprehensive experience.

In a remote internship, young people are engaged in highly structured, time-limited, career preparation activites in which students are placed with an employer to perform assigned tasks and observe work virtually.

Internships provide young people with the opportunity to learn by doing real work and being productively engaged in the workplace. They may provide the opportunity to work in teams, work on a project, or rotate through several departments and job functions.

CareerReady WLG Internships will:
- Promote career-specific experience in a specialized industry
- Provide exposure to a wide range of careers and jobs within the industry
- Create awareness of the education needed to be successful in a chosen career pathway
- Introduce students to a wide spectrum of workplace activities and duties
- Support key work-readiness theories, as well as skill development

CareerReady WLG Internships add value by:
- Discovering quality talent and developing future employees
- Fostering leadership skills in current employees
- Easing the workload of current employees
- Offering a fresh perspective to problem solving

Key Internship Information

- **CareerReady WLG Internship Period: December 21, 2020, through March 20, 2021**
- Students can work up to 12 hours per week while school is in session
- Students can work up to 30 hours during the weeks of school holidays:

Dates	Weekdays	Holiday
December 27 – January 2	Monday – Friday	Winter Recess
February 14 – 20	Monday – Friday	Midwinter Recess

- Rate of pay: $15 per hour, paid by the City of New York
- Internship opportunities may be remote, in person, or a hybrid model
- DYCD recommends assigning five or fewer interns per supervisor for a remote model
- The maximum allowable number of interns assigned per supervisor is 12

Creating a Remote Internship

To design an effective and meaningful virtual internship, look to what has been successful for in-person internships at your organization. The first step is identifying projects that are appropriate for remote interns, such as those appropriate for an entry-level worker, that require minimal oversight. Consider the age, academic status, and skill set of your interns. Projects assigned to the interns should have clear and attainable goals. Informing interns of the connections between their projects and how they contribute to the organization can provide students an invaluable perspective.

DYCD has found that the most effective projects tend to be broad in scope and important to your organization, enabling connections to a wider range of employees within the organization who can provide additional guidance and mentorship. The table below includes some examples.

Sample Projects

Area of Focus	Primary Task	Proposed Outcome
Case Management	Identify service support efforts based on client needs	Documented logs of all client concerns and the identified solutions
Record Keeping	Help maintain company records accurately documenting and archiving key operating and policy procedures	Accurate records and updated company operating procedures and policies
IT Support	Desktop troubleshooting of Microsoft products and operating systems	Successful installation and setup of Microsoft products and operating systems
Data Entry	Enter purchase requests, sales information, and new orders into the company database	Accurate inventory records and work orders are updated into the company database
Scheduling	Maintain a calendar of meetings, plan and organize other staff engagement activities	An organized and clear calendar of activities for all company employees
Community Social Support	Use various social media platforms to develop a resource bank and increase the community's access to local resources.	Utilization of social media for community sharing of local resources and identification of supportive services.
Web Design	Help edit and improve web site content; create concept sketches and digital layouts	Develop websites that improve the company's digital presence
Marketing	Create sales and marketing materials for print and online advertising	Create useful marketing material to promote the company's service offerings
Academic Instruction	Serve as a co-lead in the instruction of educational and enriching virtual tutoring to youth.	Assist with classroom management and the development of interactive activities

To start planning your remote internship, consider the questions below:

- What project(s) will the interns work on?
- How will the intern receive project feedback and how often will there be check-ins?
- Outside of the project(s), what additional opportunities can I share with interns?
- Which staff will supervise interns?

Next, develop a job description for your remote internship. (See samples below.) Remember to include the following in your remote internship description:

- Information about your organization
  - Mission, values, and strengths of your organization
  - Why students should be interested in working with you
- Information about the remote internship experience
  - Projects and tasks interns will be assigned
  - Weekly schedule
  - Basic skills and experience required to be successful in the internship
  - Familiarity with remote technology platforms
- Benefits of interning with your organization
  - Clear description of skills interns will gain
  - Learning opportunities available to interns outside of their projects
  - Options can include but are not limited to webinars, sponsored training, virtual gatherings, lunch-and-learns with executives, and mentorship opportunities

As you design your remote internship, build flexibility into your project and communication structures. Remote internships are very different from in-person experiences and if something is not working, make the appropriate changes. Best practices for remote internships will offer high-level guidance for successfully engaging students outside the classroom.

Sample Remote Internship Job Descriptions

1. Digital Marketing and Social Media Intern

The Digital Marketing and Social Media Intern will work under the guidance of the Director, to help develop and execute new communication and marketing strategies to increase the company's effectiveness in engaging with its customers.

Responsibilities:

- Research digital marketing initiatives: social, email, and paid search
- Develop content for the company's website and social media channels (e.g. Instagram, Facebook, Twitter)
- Research SEO practices to increase website traffic and ensure priority search engine results
- Design and plan digital and print collateral
- Perform research relating to market trends and industry standards
- Assist in the development of the company's advertising strategies
- Review and edit company email lists and databases

- Copy edit across multiple platforms and various collateral

Qualifications:

- Excellent writing, research, and organizational skills
- Self-starter, overall can-do attitude, and willingness to learn
- Knowledge of social media platforms, Microsoft Excel, and Google Suite (e.g. Sheets, Docs, Drive)
- Ability to work independently in a virtual team environment
- Interest in Information Technology and Media

2. **Office Research Intern**

The Office Research Intern will work under the guidance of the Director, to support the gathering and storing of information and data. This role will be integral in the performance of daily administrative tasks and providing office support to the team.

Responsibilities:

- Research and compile data; current events, contact information, and other related records
- Creating and editing publications, agendas, and other documents
- Process incoming and outgoing correspondence
- Answer calls and direct inquires to appropriate members of the team

Qualifications:

- Excellent writing, research, and organizational skills
- Self-starter, overall can-do attitude, and willingness to learn
- Good listener, keen attention to details
- Strong organizational skills and ability to multitask
- Knowledge of social media platforms, Microsoft Word, Outlook, and Excel
- Ability to work independently in a virtual team environment
- An interest in Business and/or Logistics

3. **Data Management and Analytics Intern**

The Data Management and Analytics Intern will work collaboratively with the team, to support the collection, entry, and analysis of data. This role will be integral in generating insights by conducting and analysis of company sales and website traffic.

Responsibilities:

- Perform analyses and communicate key findings to the team
- Aggregate data from various sources to create streamlined visually appealing charts and tables
- Work with the team to identify process improvements to improve quality
- Support weekly deep dives on quality data to provide insights
- Perform research relating to customer experience and behavior

Qualifications:

- Excellent writing, research, and organizational skills
- Self-starter, overall can-do attitude, and willingness to learn

- Good listener, keen attention to details
- Strong analytical, troubleshooting, and problem-solving skills
- Knowledge of social media platforms, Microsoft Excel, Google Suite (e.g. Sheets, Docs, Drive)
- Ability to work independently in a virtual team environment
- An interest in Business and/or Logistics

4. **Web Design Intern**

The Web Design Intern will work collaboratively with the team, to support the creation of attractive and functional websites. A well-designed website is important to the company's online presence and overall success.

Responsibilities:

- Work with web designers gathering content for current projects
- Assist in the design of WordPress website using tools such as Sketch, Photoshop, and Illustrator
- Assist in building and coding out WordPress themes
- Assist in editing website design and content pages
- Learn to design and code HTML/CSS static landing pages
- Collaborate with other designers, engineers, and product managers on the marketing and product definition process
- Brainstorm creative ideas for web design

Qualifications/Requirements:

- Proficient in Adobe Photoshop, Illustrator, InDesign
- Familiarity with WordPress, CSS, and basic JavaScript/jQuery skills
- Ability to communicate effectively with other team members
- Strong attention to detail and desire for quality
- Creativity and willingness to take initiatives
- Ability to work in a fast-paced environment and meet deadlines
- Strong interests in visual and UI/UX design

Hosting an Intern

Onboarding

As you welcome your remote interns, a structured onboarding process will foster a smooth transition to their roles. Onboarding should be used to describe the process of integrating your remote interns with your current employees and the company culture. Additionally, onboarding gives the message that support is available to interns, conveys messages that help orient and welcome the student, and can increase productivity via reinforcement of the company's mission, culture, and core values. The utilization of an onboarding checklist and First Day Worksheet should be encouraged to promote learning in a structured remote environment.

Onboarding Checklist

Use the checklist below as a guide to ensure your interns understand their responsibilities, the organization, policies, and expectations.

- ❐ Utilize Internship First Day Worksheet (Appendix B) to help intern(s) get acquainted with your organization's policies, culture, the intern role, and expectations.
- ❐ Confirm students' IT equipment and capabilities. *CareerReady WLG students have access to internet-enabled iPads.*
- ❐ Ensure that students understand how to use your communication tools; provide training where needed
- ❐ Set clear communication expectations
  - o How often do you expect to be in contact with the intern?
  - o What timeframe is acceptable for responses to emails?
  - o Are there any recurring meetings or deliverables students should be aware of?
- ❐ Set up introductory meetings with other key team members
- ❐ Review the DYCD timesheet submission process; contact your CareerReady WLG provider if you or the students have any questions.

Communication

Good communication in a remote internship environment is critical for both student and employer experience. It is important for the employer to provide the same amount of support and guidance as you would during an in-person internship. While young people are not physically in a workplace, the remote internship experience can still be a great way for informal learning about your organization's culture, projects, and an opportunity for the intern to build professional networks. Young people can thrive in a remote workspace through good communication.

Communication standards should be discussed with your interns during orientation. Guidelines can include:

- Methods you intend to use, and the platforms interns need to be familiar with
  - For example: Trello, Slack, Basecamp, Zoom, MS Office Suite, Join.me, Skype, Google Suite, Drop Box, Google Voice
- Video or phone check-in schedule for each day your interns are working. During these meetings, you can discuss their projects and progress, challenges that have arisen, and questions they may have; check-ins can be conducted individually or as a group depending on your chosen supervision structure; utilize platforms that can be accessed via web based applications.
- Daily check ins that exceed no more than 30 minutes and a weekly check in that exceeds no more than one hour is encouraged.
- Establishing clear expectations around email response time
- Evaluation criteria that you intend to use to measure your intern's progress
- Incorporate constructive feedback during your regular check-ins and offer suggestions on areas they should focus on

While communicating about their progress is most important, be sure to make time to get to know your intern's interests and goals and share your interests with them as well. Try to make your interns feel like part of the team.

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BEST PRACTICES FOR MANAGING PERFORMANCE

1. **Directly address your intern**. Be honest but encouraging; sandwich your feedback to include both strengths and shortcomings.

2. **Focus on the learning experience.** Revisit expectations shared during the orientation period.

3. **Model expected behavior.** Use yourself to model work habits, tips, and tricks to succeed.

4. **Document and verbally communicate expectations.** Improvements will be reflected in the quality of work and improved performance.

5. **Contact your DYCD provider if you do not see a change in behaviors.** Please refrain from firing your intern as we look to each internship experience to be a teachable moment for students.

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Sample Schedule and Tasks: First 3 Weeks

Program Week	Task	Deliverable(s)	Time
Week One: Orientation	Review employer policies	Sign the required paperwork; discuss any questions with the supervisor	1 hour
	Review work schedule with the supervisor	Add schedule hours to appropriate calendars	1 hour
	Review WLG timesheet submission process	Discuss any questions with supervisor; contact WLG provider if necessary	1 hour
Week Two: Onboarding	Set up accounts necessary for communication (Email, Zoom/Webex/Google, Slack, etc.)	Discuss any questions with the supervisor	1 hour
	Email key team members and schedule introductory meetings	Add meetings and links to appropriate calendars	1-2 hours
	Review the company website	Produce brief writeup with findings	1-2 hours
	Review the company's annual report	Produce brief writeup with findings	1-2 hours
	Research the company's social media presence	Produce brief writeup with findings	1-2 hours

	Research company's leadership and organizational structure	Produce brief writeup with findings	1-2 hours
	Update resume and LinkedIn Profile to reflect internship	Share document and link with supervisor for feedback	1 hour
	Weekly check-in meeting with the supervisor	Discuss the findings of onboarding research	1 hour
Week Three: Introduction	Introductory e-meetings with key team members	Meet with team members	1-5 hours
	Regular internship duties	To be determined by the supervisor	1-5 hours
	Weekly check-in meeting with the supervisor	Reflect on the first week and discuss any questions with the supervisor	1 hour

Supervision in a Remote Environment

Students need guidance from their supervisors to know what is expected of them. They will need your help to reach their full potential at this stage, which makes ongoing feedback and positive affirmations critical.

Start by determining what the best method of communication is – email, phone, one-on-one video meetings, or any combination of the three. Routine check-ins are a good method to use to stay in touch with your interns while they work remotely.

Consider that when allowing interns to work remotely, you are managing the outcomes rather than the process. This means that you should focus on the quality of the projects or tasks rather than the number of hours it took to complete. If your intern is producing the quantity and quality of results that your organization is looking for in a timely manner, they are doing what is necessary to be successful. The process will vary based on the individual's experience level, work habits, and learning style.

If an intern is not producing the results that you need, it is best to intervene early and have a conversation with them. Interns should receive a clear understanding of your expectations and you both should work to identify solutions. Remote environments come with their own set of unique challenges, and when working with students, it is best to first understand if there is anything you can do to support them. Some students' home circumstances may pose challenges. Showing compassion in such situations will build rapport and lead to greater output.

If you are having concerns with your intern's performance, DYCD recommends the following action steps:

| Directly address the concern | Clearly state your expectations | Provide guidance and restate performance goals | Document the discussion | Contact your DYCD Provider |

Moving to a remote work environment might be challenging, but students are eager and willing to learn and adapt along with you. Your CareerReady WLG provider is a great resource and you should feel free to contact them if you notice any trends that need to be addressed.

## Converting In-Person Internships to Remote Internships

For a seamless transition of an in-person internship to a remote internship, the expectations and learning objectives must be explicit. You should consider converting from an in-person internship to a remote internship when reporting to a physical workspace possess a safety risk for the student or employer.

When transitioning your in-person internship program to a remote one, you will want to think through how to best facilitate task assignment, project management, and collaboration to ensure a productive experience for you and your interns. The role should offer an opportunity to measure impact and reflection throughout the experience, and all parties should be able to clearly define the transferable skills and application to a specific career pathway or industry.

Here are several recommendations to consider when moving from in-person to remote:

- Examine the tools your intern will need to be successful and what they will have access to. If available, consider providing your interns with access to a web-based company-specific database for the duration of the internship
- Identify a weekly schedule where you identify specific hours for work
- Allocate time to coach your intern in how to use the company's video tech platform and the professional etiquette and expectations around video meetings
- Aim to create the same culture you have in your office digitally through an invitation to team meetings and events, connecting the interns to your colleagues for virtual coffee chats, and sharing more information about your company and its culture
- Schedule regular check-ins with your intern to assess progress and answer any questions
- Set up a time for interns to virtually present their final work product to you and your team before the internship ends

Converting Workplace Challenges to Remote Internships
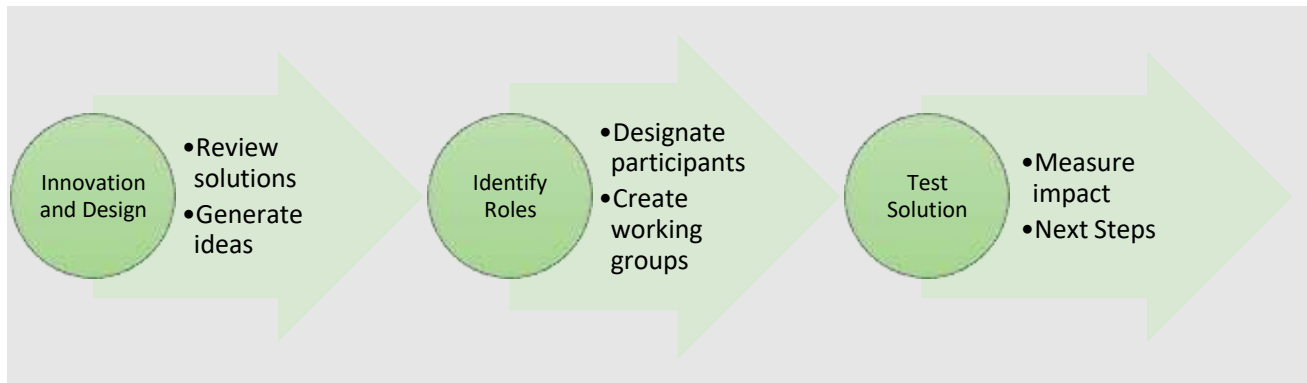
Learning Continuum

Host employers who participated in SYEP Summer Bridge by sponsoring a "Workplace Challenge" should consider ways to convert that experience into remote internship activities as a means to support a continuum of learning and the development of high-quality career readiness skills by building upon the solution participants developed in the Challenge. Interns could move to the implementation phase by organizing and coordinating across multiple departments to operationalize the solution and measure its impact.

There are three key steps to convert a workplace challenge into a remote internship:

1. Innovation and design – a review of the solution developed; development of new ideas to apply new strategies of innovation to design a solution that can be operationalized across departments.
2. Role Assignment – identify the key participants and define everyone's role and specific contributions.
3. Test Solution – understanding how to learn from challenges and failures to adapt strategies to measure impact and promote a continuous benefit for the company.

A remote internship is a unique opportunity for both the student and employer that requires careful planning and coordination. An internship is an opportunity to learn. Keep a record of achievements and areas of improvement for moments of reflection. Offer grace, encouragement, and structured flexibility to ensure a mutually beneficial experience.

Appendices

A – Youth @ Work: Your Job, Your Rights, Your Responsibilities

B – Worksheet: First Day of Internship

C – Worksheet: Intern Weekly Reflection Questions

D – Worksheet: Internship Supervisor Reflection Questions

E– Zoom and Other Technology Tools

A – Youth @ Work: Your Job, Your Rights, Your Responsibilities

Youth@work

Your Job ... Your Rights ... Your Responsibilities

Did you know that you have specific workplace rights and responsibilities under the laws enforced by EEOC? The laws enforced by EEOC provide five basic rights for job applicants and employees who work in the United States. The laws apply to applicants, employees and former employees, regardless of their citizenship or work authorization status. Full-time, part-time, seasonal, and temporary employees are protected if they work for a covered employer. All federal government agencies and most other employers with at least 15 employees are covered by our laws. Most unions and employment agencies also are covered.

Your Rights

You have a right to work free of discrimination. This means that your employer cannot make job decisions because of your race, color, religion, sex (including pregnancy, gender identity and sexual orientation), national origin, disability, age (age 40 or older) or genetic information. This right applies to all types of job decisions, including hiring, firing, promotions, training, wages and benefits.

You have a right to work in an environment free of harassment based on race, color, religion, sex (including pregnancy, gender identity or sexual orientation), national origin, disability, age (age 40 or older) or genetic information.

You have a right to complain about treatment that you believe is illegal job discrimination. Your employer cannot punish you, treat you differently or harass you if you report job discrimination or help someone else report job discrimination, even if it turns out the conduct was not illegal. We call this your right to be protected from retaliation.

You have a right to request reasonable changes to your workplace because of your religious beliefs or disability. Although your employer does not have to grant every request, it should carefully consider each request and whether it would be possible.

The laws enforced by EEOC strictly limit what an employer can ask you about your health. In addition, you have a right to keep any genetic information and medical information you share with your employer private. In general, your employer should not discuss your genetic information or medical information with others. There are very limited exceptions to the confidentiality requirements in the laws enforced by EEOC.

Your Responsibilities

You should not treat your co-workers unfairly or harass them because of their race, color, national origin, sex (including pregnancy, gender identity and sexual orientation) religion, disability, age (age 40 or older) or genetic information. For example, you should not tell sexual or racial jokes at work or tease people because they are different from you.

You should tell your company about any unfair treatment or harassment. Find out if your company has a policy on discrimination that specifies who you should contact about these issues.

You have a responsibility to tell your company if you need a workplace change because of your religious beliefs or disability. Your request does not have to be in writing, but you must provide enough information so your company can determine how to help you.

Need to File a Complaint?

If you think you have been discriminated against, you can file a formal complaint, called a "charge of discrimination," with EEOC. We may mediate or investigate your charge and take legal action to stop any illegal discrimination.

We accept charges from applicants, employees (full-time, part-time, seasonal, and temporary), and former employees, regardless of citizenship and work authorization status.

Our services are free, and you do not need a lawyer to file a charge. For more information about how and when to file a charge, visit https://www.eeoc.gov/youth/filing.html.

Learn more about your rights as a young worker at www.eeoc.gov/youth.
You can also email us at youth.atwork@eeoc.gov or call us at 1-800-669-4000 (TTY: 1-800-669-6820).

B – Worksheet: First Day of Internship

Worksheet: First Day of Internship

Overview:

Congratulations on starting your new internship! To prepare you for a successful first day, please use this worksheet's activities to prepare for a fantastic first day on the job. If there is a checkbox then simply check it off when you complete the action or if there is a space after a question, write in the response. You can choose to complete this worksheet electronically or on paper. Good luck!

Prepare for Your First Day

- ❒ Confirm the start and end time
- ❒ Research the company
- ❒ Prepare professional clothing
- ❒ Close all computer or phone apps, focusing your device on the meeting
- ❒ Join the meeting invite 5-10 minutes early

Neat Notes on Company

Company's History:

Company's Brand:

Mission, Vision, and Culture:

Organizational Structure:

Did You Learn?

Policies

- ❒ Company Confidentiality Statement
- ❒ Interns **Rights at the Workplace**
- ❒ **Sexual Harassment and Other Unlawful Harassment Policy**

Common Communications Practices

- ❒ Preferred email
- ❒ Preferred phone number
- ❒ Emergency contact information
- ❒ Appropriate virtual work expectations

How to Use Work Technology

- ❒ Email protocols
- ❒ Telephone protocols
- ❒ Security protocols

C – Worksheet: Intern Weekly Reflection Questions

<u>Worksheet: Intern Weekly Reflection Questions</u>

Overview:
Congratulations on starting your new internship! You will be learning a lot of new information and experiencing a lot of new situations on the job. All these new experiences can be a lot for you to mentally process so complete the two reflection questions each week as you progress through your internship. You can complete them electronically or on paper. Be prepared for your internship supervisor to potentially ask you these questions as well. You are invited to reach out to your WLG Provider in case you would like to talk to someone about your experience.

Week 1:
- What did you see or hear this week that was exciting?
- What did you experience this week that may have caused you some stress?

Week 2:
- How are you adjusting to working in a remote environment?
- Do you feel that you have the tools and support needed to succeed in a remote environment?

Week 3:
- What progress have you made on your weekly tasks?
- In your experience thus far has there been anything unexpected? If so, what was it? Was it positive or negative?

Week 4:
- Are there any specific training or skills that you would benefit from learning for this role?
- Do you believe you are on track to meet your specific learning objectives?

Week 5:
- Have you been able to develop good standing relationships with staff and other interns?
- Do you feel part of a team? And supported?

Week 6:
- What leadership examples do you want to remember and take with you to your next professional experience?
- What questions about this field do you want to have answered before you end your experience?

D – Worksheet: Internship Supervisor Reflection Questions

Worksheet: Internship Supervisor Reflection Questions

Overview:
Congratulations on taking on a young adult intern! Your intern will be learning a lot of new information and experiencing a lot of new situations on the job. All these new experiences can be a lot for the young adult to mentally process so you may find it helpful to ask one or two of these reflection questions each week as your intern progresses through the internship.

Week 1:
- What did you see or hear this week that was exciting?
- What did you experience this week that may have caused you some stress?
- Do you have any questions for me? Can I clarify anything for you?

Week 2:
- How are you adjusting to working in a remote environment?
- Do you feel that you have the tools and support needed to succeed in a remote environment?
- Is there anything you would like to share that I have not asked you?

Week 3:
- What progress have you made on your weekly tasks?
- In your experience thus far has there been anything unexpected? If so, what was it? Was it positive or negative?

Week 4:
- Are there any specific training or skills that you would benefit from learning for this role?
- Do you believe you are on track to meet your specific learning objectives?

Week 5:
- Have you been able to develop good standing relationships with staff and other interns?
- Do you feel part of a team? And supported?

Week 6:
- What leadership examples do you want to remember and take with you to your next professional experience?
- What questions about this field do you want to have answered before you end your experience?

E – Zoom and Other Technology Tools

Guide to Zoom and Other Technology Tools

Overview

Technology has always been an important aid in supporting youth work-based learning but because of COVID-19 and the need to shelter-in-place, its importance has grown tremendously. A remote internship is only possible with the aid of technology. This section presents a few of the best low-cost or free online tools for engaging youth and facilitating the remote internship.

Google & Google Classrooms

Although geared for educators, the suite of services present in a Google Classroom suite can help providers engage youth in a variety of uses. Youth can submit their weekly logs, join video calls, take surveys or assessments, schedule meetings, and create presentations. You can use Google to simulate an actual workplace environment. Additionally, it is easily accessible via personal computer or mobile phone. Google offers a powerful set of tools that are empowering schools and non-profit organizations worldwide. (More info: https://edu.google.com/products/classroom/)
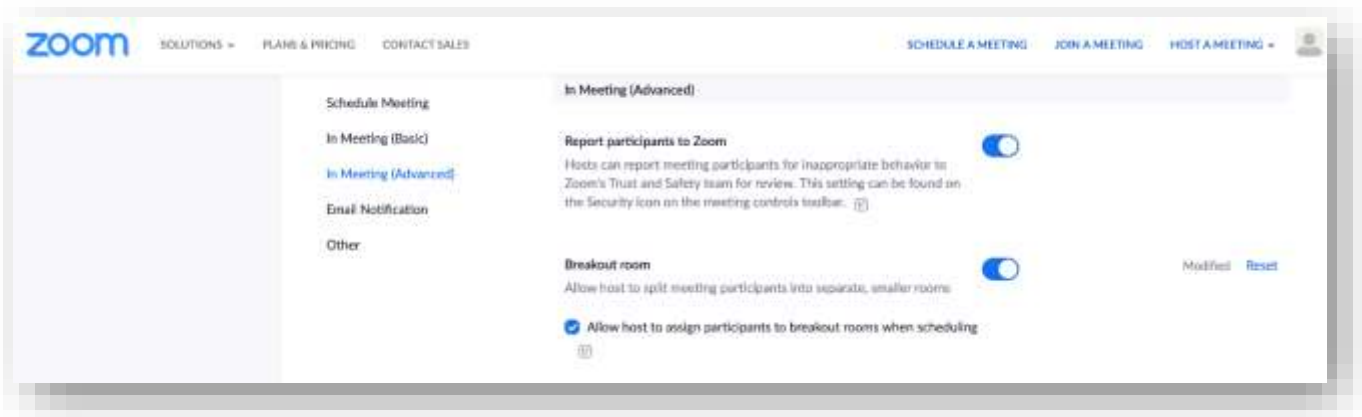
Virtual Meetings

A device camera enables meaningful interaction for remote internships, when possible. Video platforms that are universal across all devices are recommended as tools to facilitate virtual meetings. Many of the video platforms offer free services with limited functionality or more extensive functionality at increased costs. Services offering free video services include Google Hangout, Microsoft Teams, and Zoom. Before selecting a specific service, make sure you read the service's details as the limitations on the free accounts differ. You may be limited in length of call (Zoom), the functionality of the video player (Google), or the size of the files you can store (Teams). But these services can connect youth with smartphones and data at no cost.

We recommend Zoom as a collaboration tool since you have the most collaboration features, including breakout rooms. You can invite participants, control the sound levels of participants, and as we will discuss below, create breakout rooms which will be helpful for small group discussions with industry partners. It should be noted that for some youth, the workplace challenge may be the first time they have ever been on a video call before. It is recommended to hold practice sessions with youth to teach them basic functionality and basic office etiquette. Patience and support are a must! Also, be sure that every call has a tech-savvy staff member on it who can mute participants, monitor the chat forums, and facilitate the breakout rooms.

Although supporting youth through the technological learning curve of video conferencing can be a lot of work, you will be equipping them with a critical career skill of the future.

Zoom Breakout Rooms

We suggest facilitating online meetings using a tool with the functionality to create breakout rooms. Any tool is acceptable however Zoom seems to be the most helpful tool on the market as of June 2020. This guide will show you how to create a virtual meeting with Zoom and how to make up to 50 breakout

rooms. As with any tool, please practice multiple times before actually using the tool. Before facilitating the actual meeting with the industry partner, you should be very comfortable using the following features:

- √ Creating a Zoom meeting
- √ Inviting attendees to your Zoom meeting
- √ Muting and unmuting an individual
- √ Muting and unmuting ALL individuals
- √ Creating a single breakout room with specific attendee assignments
- √ Creating multiple breakout rooms with specific attendee assignments
- √ Supporting attendees joining via computer and mobile phone

To facilitate a Zoom call where you create breakout rooms then you do need to purchase a subscription account. (It is free to join a Zoom call hosted by someone else and participate in breakout rooms.) The most affordable paid subscription is called a "pro" account for $14.99/mo. https://zoom.us/.

Enabling the Breakout Room Feature on Zoom

1. From Account Settings, navigate to the "In Meeting (Advanced)" page
2. Toggle on the "Breakout Rooms" option
   a. If this button is grayed out for you, ask your account administrator to turn the feature on for your specific account.

Managing Breakout Rooms on Zoom

1. On the Zoom panel at the bottom of the window, click on Breakout Rooms:
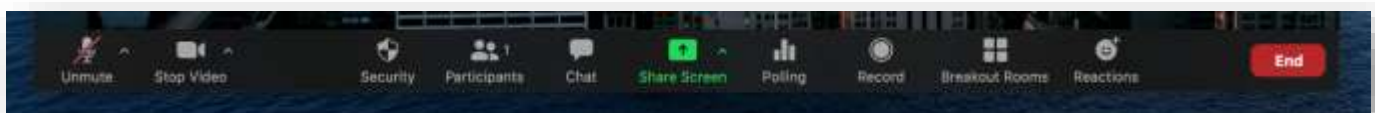
2. A window will ask you if you would like to assign each participant automatically or manually into up to 50 rooms.
   a. If you choose automatic, it will randomly assign your participants to the number of rooms you wrote in. It will tell you a range of participants that will be assigned to each room. Ex: If you select 2 rooms and have 5 participants on your call, it will tell you that each breakout room will have 2-3 participants.
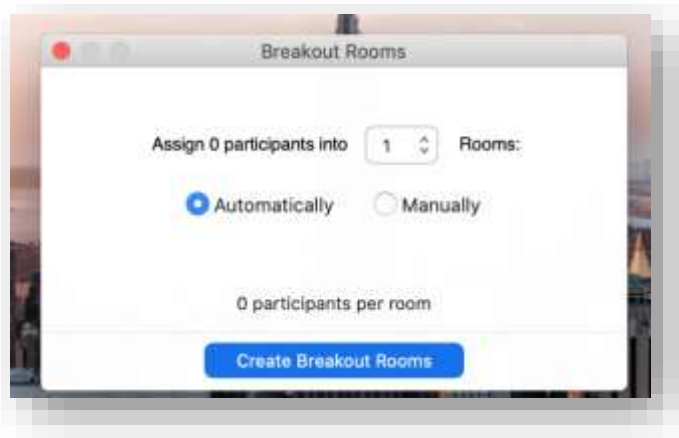

   b. If you choose to manually assign participants, a second window will appear showing generic names for each room, "Breakout Room 1, Breakout Room 2." You can hover over these titles to re-name them or delete them
   c. Click on "assign" to choose which participants can go into each room. These can easily be swapped out after being assigned
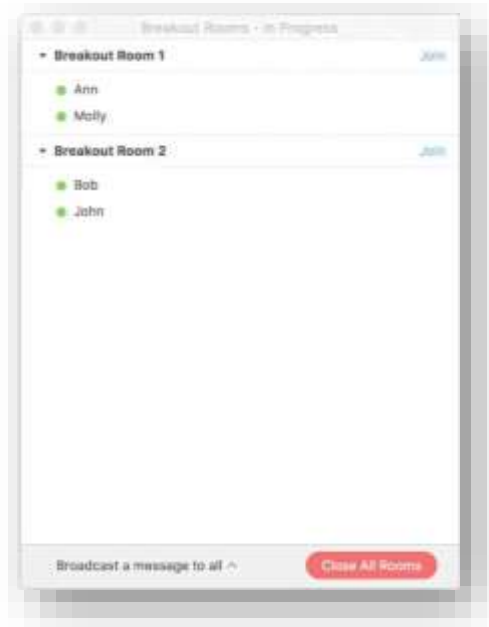
3. Click on, "Broadcast a message to all," to send a message to everyone in all breakout rooms

4. Click on, "Options," to set a time for the rooms to automatically close and give a warning 10-120 seconds before the rooms will close
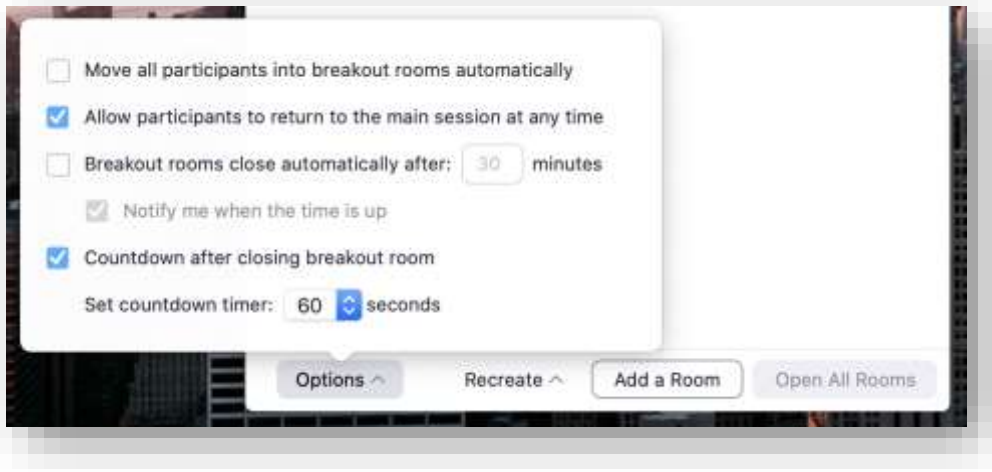
5. As the host, you can join any room by clicking on, "Join" next to the breakout rooms name

Follow this link for a brief tutorial on Breakout Rooms from Zoom: https://youtu.be/j_O7rDILNCM