

Tech Apprentice

TECH APPRENTICE PROGRAM

Guide to Managing a Technology Internship Program at a High School

Broadening Advanced Technological Education Connections (BATEC)

www.batec.org

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Executive Summary

Tech Apprentice: TechBoston sponsors a paid, summer internship program called Tech Apprentice that places skilled technology students in internships with local companies. Businesses benefit by employing students with strong technical skills while the students get the opportunity to apply their skills to real world business environments.

Broadening Advanced Technological Education Connections (BATEC): BATEC has just received funding from the National Science Foundation to develop a National Center for IT and Computing Education that will scale its efforts in the Boston area to a more national level in three additional urban regions – Chicago, San Francisco and Las Vegas. All of these regions exhibit a high demand for skilled labor coupled with great opportunities for building new connections in skills-training and workforce development. BATEC is dedicated to the complex mission of developing career-focused pathways in the computing and information technologies combined with practical work experience in high tech industries for motivated, typically underserved high school, community college and university students. For more information about BATEC, please visit www.batec.org

Boston Private Industry Council (PIC): The PIC is a public-private partnership that connects business, the Boston Public Schools, higher education, government, labor, and community organizations to create innovative workforce and education solutions. The PIC is the connection between education and workforce, between school and career, and between classroom and the workplace. PIC initiatives thrive on the synergy created when business and community needs overlap. The result is a win-win situation: Businesses develop the workforce they need and Boston residents gain access to career opportunities and higher incomes. For more information about PIC, please visit www.bostonpic.org

TechBoston: TechBoston is a division of the Boston Public School's Office of Instructional and Information Technology that supports advanced technology and engineering programs to equip students with high-tech skills essential for success in careers and post-secondary education. TechBoston is also a partner in BATEC which is focused on attracting students to pursue IT degrees. A secondary goal is to strengthen and align Boston's high school technology courses with IT course offerings at local community colleges and Bachelor of Science in IT degree offered at UMass Boston. For more information about TechBoston please visit www.techboston.org

This manual was designed to be a guide for other educational institutions who are interested in learning how to structure and manage the Tech Apprentice Program. This document was compiled by the following individuals at BATEC partner organizations:

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Summary

What is a Tech Apprentice Program?

The Tech Apprentice Program is a seven-week internship opportunity at local companies for technology skilled high school juniors & seniors. The Tech Apprentice summer internship program continues to be a successful partnership between Broadening Advanced Technological Education Connections (BATEC), Boston Public Schools (BPS) and the Boston Private Industry Council (PIC).

The primary goal of the Tech Apprentice Program is to place talented tech-savvy high school students who are interested in pursuing a career in IT into paid summer internships. Students who are hired work on a range of projects based on employer needs and the skill level of the individual intern. Examples of Tech Apprentice placements include desktop support, web development projects, graphic design projects and advanced technology projects including designing an Apache web service front end with a MySQL backend database.

Students are paid \$10 per hour and commit to working 35 hours per week for seven weeks. Applicants to the Tech Apprentice Program undergo a rigorous screening process with several rounds of interviewing and resume preparation. Accepted apprentices participate in a two-day professional development orientation that is designed to help students to learn the etiquette of appropriate workplace behavior. In addition, we offer employers optional training for managers who are supervising high school students for the first time.

How to Use This Guide

This manual was designed to be a step by step guide for other educational institutions who are interested in learning how to structure and manage the Tech Apprentice Program. Section 1 contains a sample budget for the program Sections 2 through 4 outline the tasks associated with employer and student recruitment. Sections 5 and 6 discuss the student professional development orientation as well as the supervisor training sessions. Section 7 outlines the method for administering and collecting evaluations.

Tech Apprentice Summary

Tech Apprentice program coordinators were able to boost employer participation by putting all of the information an employer needs to know about the summer internship program on one page. Having the information on one page enables employers to scan for essential facts: who, what, when, where, and how much it will cost. This gives employers the opportunity to react to the essential facts about how the program operates without having to ask a series of questions or without having to read through a brochure. The one-page summary also provides employers with the key contact info. It is also a document that is easy to email and it does not cost a lot of money to print.

Tech Apprenticeship Program Summary

Broadening Advanced Technological Education Center (BATEC)
 Boston Private Industry Council (PIC)
 Boston Public Schools, Office of Instructional and Information Technology (OIIT)
 TechBoston

What	Seven-week internship opportunity at your company for technologically skilled high school students from Boston and the Boston Metro Area
Who	Talented high school students interested in a career in IT majors and careers.
When	Summer starting in July and going through mid August
Why	Students think IT is a vanishing industry Participate in building the technology workforce development pipeline Cost-effective source of valuable technical skills
Cost	\$2,500 per student (not including employer taxes) (TechBoston can process student payroll for your company for \$3,000 per student)

How does it work?

Boston Private Industry Council's Role	Student's Role	Senior Executive's Role
Recruit and screen high school students enrolled in IT classes in Boston and the metro area.	Submit professional resume and application, then be selected for initial interview.	Designate a workplace supervisor for the student; identify projects/role for intern.
Provide no-fee referral service of candidates for placement and coordinate interviews.	Interview with companies seeking to hire a Tech Apprentice.	Interview candidates; ONLY hire when there is a good fit.
Host pre-placement workplace etiquette seminar to prepare Apprentices for the professional IT environment.	If hired, commit to working 35 hours/week over the summer.	Arrange to pay the student \$10/hour, 35 hours a week, for 7 weeks.
Provide full-time support for managers and students throughout the summer.	Handle all tasks assigned by their supervisor.	Provide mentoring and advice on pursuing a career in IT.

For more information, please contact:

Cecilia Oyediran, Employer Account Manager
 Email: coyediran@techboston.org
 Phone: 617-488-1328

Section 1

Sample Budget

ESTIMATED COSTS

Description:	Unit Price:	Quantity:	Est. Total:
Tech Apprentice Executive Breakfast (This is currently sponsored by an industry partner)	\$13.75 / person	40 ppl	\$550.00
3-Day Orientation	\$30 / student	50 stdt	\$1500.00
Final Celebration (either breakfast or afternoon) (This is currently sponsored by an industry partner)	\$15-\$20 / person	150 ppl	\$2,250-\$3,000
Full-Time Tech Apprentice Employer Organizer	\$35,000-\$48,000	1	\$35,000-\$48,000
Printing costs	--		\$200.00

Section 2

The Tech Apprentice Employer Organizer is the program coordinator for the Tech Apprentice Program. In order to implement a successful Tech Apprentice Program, the Employer Organizer position is a full-time, salaried position. The primary responsibility of the Tech Apprentice Employer Organizer is to ensure that technology-focused high school students enrolled in advanced technology classes in the Boston Public Schools are connected to job and career opportunities in the technology field. The Employer Organizer must engage and form relationships with local businesses in order to secure paid internships for students.

Tech Apprentice Employer Organizer Role & Responsibilities

In order to implement a successful Tech Apprentice program, the Employer Organizer position is a full-time, salaried position. The primary responsibility of the Tech Apprentice Employer Organizer is to ensure that technology-focused high school students enrolled in advanced technology classes in the Boston Public Schools are connected to job and career opportunities in the technology field. The TechBoston Employer Organizer must engage and form relationships with local businesses in order to secure paid internships for students. Below is the job description for the Employer Organizer

JOB TITLE: **Employer Organizer**
REPORTS TO: **TechBoston Director, Boston Public Schools**

GENERAL RESPONSIBILITIES:

1. Recruit large and small-sized technology employers, including Information Technology departments in large employer/industry accounts, to participate in the Tech Apprentice program, leading to paid internship placements for students in tech-related jobs.
2. Expand network of relationships with technology employers and leaders in the region's IT field. Provide ongoing account management for internship employers, and support other initiatives as opportunities arise with the ultimate goal of increasing technology employer involvement in TechBoston programs.
3. Recruit, screen and place 100+ high school students in skilled IT positions through the Tech Apprentice program. Develop these job placements through contact with senior level IT directors.
4. Plan and conduct 3-day pre-employment orientation for Tech Apprentice students. Also work with students one-on-one to further develop the individual's professional skills including resumes, phone and email communication, and interviewing.
5. Serve as the liaison between TechBoston and the youth employment agency staff by providing guidance and support to counselors who work with students, particularly those in schools with technology pathways. Support TechBoston programs by communicating with high school teachers, administrators and youth employment agency employees to assist with student recruitment and other volunteer requests.
6. Lead corporate outreach for TechBoston by hosting employer-related events designed to expand network of corporate support and the cultivation of new internship placements. Attend networking events hosted by technology trade associations and other industry organizations to expand the pool of potential employers.
7. Other duties, as assigned.

DESIRED QUALIFICATIONS:

1. Bachelor's Degree
2. Prior experience in the job placement/career placement/human resources field.
3. Knowledge of the Boston business, technology, and/or education communities
4. Ability to manage projects with minimal supervision.
5. Strong organizational skills.
6. Strong written and oral communication skills (Writing samples requested for interview).
7. Experience in sales, marketing and/or public relations.
8. Strong interpersonal skills and the ability to work well as part of a team.
9. Ability to perform multiple tasks and work in a fast paced environment.

Yearly Work Plan for Tech Apprentice Employer Organizer

The following work plan outlines various tasks and assignments the Employer Organizer performs in preparation for the summer program:

Fall Activities:

Student-related:

- Visit local public schools to meet technology teachers and administrators
- Spread word about program to students
- Classroom visits to encourage students to work hard in school to earn job

Employer-related:

- Attend technology industry networking events
- Follow-up with summer employers (For new employer accounts, schedule visits to debrief)
- Send “Reserve the Budget” letters (to everyone who participated prior year, and strong leads)

Winter Activities:

Student-related:

- Update and post online the Tech Apprentice application
- Confirm summer schedule (including dates for orientation and end-of-the summer celebration)
- Inform students that the application period is open
- Visit schools to meet relevant teachers
- Set up information sessions in lunchroom or at other agencies that work with high school students
- Conduct classroom info sessions in technology classes to encourage students to apply
- Start gathering applications (late February)

Employer-related:

- Attend technology industry networking events as able
- Invite potential employers to attend Employer recruiting breakfast hosted by industry champion
- Promote job shadow day to potential employers (one-day event held in February)

Spring Activities:

Spring Student-related:

- Collect applications –(recommended: two deadlines—have one published “firm” deadline, assess number of applicants, later, publish “internal” deadline)
- Start screening students by interviews
- Develop a pool of qualified Tech Apprentices
- Schedule student interviews with potential employers based on tech skills needed by employer
- Continue pitching program and visiting classrooms

Spring Employer-related:

- Attend networking events as able
- Collect Job orders (set earlier deadline for strong leads, then rolling basis throughout Spring)
- Schedule interviews (send resumes and follow-up with employers)

Summer Activities:

Summer Student-related:

- Finalize placements
- Conduct 3-day orientation
- Visit students at worksites
- Host kick-off luncheon at industry champion's workplace
- Coordinate end-of-summer celebration
- Recruit students to attend the end-of-summer celebration
- Select students to present summer job experience at end-of-summer celebration

Summer Employer-related:

- Collect Job orders – January/February for strong leads, then rolling basis throughout Spring/Summer (First round due in late April)
- Conduct optional supervisor training
- Visit students at work, meet with supervisors
- Conduct Work-Based Learning Plans
- Invite supervisors to attend end-of-summer celebration
- Email Supervisor Survey to gauge satisfaction

Section 3

Employer Organizing & Engagement Process

This section contains examples of various letters and forms that should be distributed to the employer throughout the process.

- *The Role of the Tech Apprentice Private Industry Champion*
One of the key elements to a successful Tech Apprentice program is encouraging the involvement of senior IT executives in the recruitment of local technology employers. Throughout the year, senior executives from Blue Cross Blue Shield of MA and Boston Properties aid the Tech Apprentice program by writing a “Reserve the Budget Letter” encouraging local IT related businesses to provide funding for the student internships. In addition, these senior executives also host informational events for prospective employers, speak on behalf of the program at industry networking events and interact with students as guest speakers.
- *Employer Breakfast*
In the late winter/early spring, one of the ways in which the Employer Organizer engages companies is through the Employer Breakfast. The Breakfast is usually hosted on site by the “Industry Champion”, who also sends out invitations to the event on behalf of the Tech Apprentice program. At the event, the Employer Organizer presents statistics from previous summer program as well as any relevant demographic information such as the percentage of Tech Apprentices who pursue IT-related college majors. There are typically additional guest speakers at the event: a former Tech Apprentice, a Tech Apprentice supervisor and the Tech Apprentice Industry Champion. In addition, the Employer Organizer engages the attendees with interest form that they submit at the end of the presentation. The Employer Organizer will follow-up with the companies who request more information.
- *Trade Associations & Networking Events*
Forming relationships with local IT trade associations, such as the Boston Society for Information Management and Mass Tech Leaders, is an important way to connect directly with the local high tech decision-makers. Connect with the trade association leadership to discuss opportunities to present information on the Tech Apprentice program directly to their membership.
- *Sample Intern Job Descriptions*
Because the Tech Apprentice program seeks to place students in high-level internships, it is important to provide employers with sample job descriptions, so they have a better sense of what type of work the students are capable of doing.
- *Sample Job Order Forms*
Once an employer has agreed to hire a student for the summer, the Employer Organizer requests a job description in the form of a job order form to confirm the opportunity.

FORM A
Sample: Reserve the Budget Letter

Month Day, Year

Dear Colleague:

Thank you for sponsoring a Tech Apprentice! You and 35 other business leaders helped us achieve our goal of 75 IT internship placements, and I can attest that all of the Tech Apprentices received invaluable work experience in the technology industry.

I have three requests moving forward:

Save the budget: I hope you will keep the Tech Apprentice program in mind as you finalize your budget. We are all feeling effects in this challenging economic environment but I firmly believe we need to continue to promote our industry by cultivating the next generation of technology leaders who are currently in high school.

Save the date: I am hosting a Tech Apprentice informational breakfast for corporate leaders on Wednesday February 18, 2008 at 8:00 am at Blue Cross Blue Shield's Landmark Center. I hope you will join us and share your experience with other industry leaders. I will be sending a formal invitation in February.

Refer a colleague: Another way to support our efforts to grow Boston's IT workforce is by telling friends, colleagues, and other associates about the Tech Apprentice program. Please have them email TechBoston's Employer Organizer Joe Chard and he will follow-up (joe.chard@bostonpic.org).

Have a great holiday season and thank you for all that you do to support Tech Apprentice.

Sincerely,

Ed Esposito, Vice President of Technology
Blue Cross Blue Shield of Massachusetts

FORM B
Sample: Breakfast Invitation

Month Day, Year

Dear Colleague,

As a fellow leader the technology industry in Massachusetts, I want to invite you to attend the **Tech Apprentice Executive Breakfast** that I am hosting on **Wednesday, February 18, 2009 from 8 a.m. – 9:30 a.m.** at Blue Cross Blue Shield of Massachusetts. At the breakfast you will learn about a special summer internship program that I wholeheartedly endorse as a proven vehicle for channeling young technology talent into your company and our field.

The Tech Apprentice program recruits the top technology students from Boston-area public high schools and places them in a seven-week, paid IT internship at your company. This program offers:

- **FREE candidate screening**, so the students you interview have the skills you are looking for
- **FREE professional skills training** for Tech Apprentices before their internship starts
- **No obligation to hire** – you interview candidates and make final hiring decisions

Last summer, 35 employers from the Boston area joined Blue Cross Blue Shield of Massachusetts in the Tech Apprentice program's third year. We successfully placed 72 high school students in challenging IT internships.

This summer, I am working with BATEC (a National Science Foundation grant initiative), the Boston Private Industry Council (PIC), and the Boston Public Schools' TechBoston department to expand Tech Apprentice and **place 100 students in IT-related internships**. As technology executives, I believe we need to support this initiative that ultimately **strengthens our region's IT workforce development pipeline**. The results of Tech Apprentice towards this goal are impressive:

- 98% of Tech Apprentice graduates go on to college
- Two-thirds of graduates have declared IT-related majors or are interested in technology careers
- Tech Apprentices work on real IT projects while building in-demand technical skills

I am truly impressed by the caliber of technical skills these students bring to the workplace. You will have the opportunity to meet other Tech Apprentice employers who will share their experiences at the Executive Breakfast on **Wednesday, February 18, 2009, from 8 a.m. – 9:30 a.m.**, at Blue Cross Blue Shield of Massachusetts, Landmark Center, 401 Park Drive, Fourth Floor East, Conference Room 4J.

I hope that you or one of your colleagues can attend. Please R.S.V.P. by February 11th to Joe Chard - TechBoston Employer Organizer at 617-488-1328 or via email: jchard@techboston.org.

Sincerely,

Ed Esposito, Vice President of Technology
Blue Cross Blue Shield of Massachusetts

FORM C

Sample: Tech Apprentice Employer Informational Breakfast Presentation

Tech Apprentice Employer Breakfast

February 15, 2011
Blue Cross Blue Shield of Massachusetts

Welcome!

Host: Linda Norton, VP of Infrastructure and IT Security, BCBSMA

Acknowledgements:

Deborah Boisvert, BATEC

Josh Bruno, Boston PIC

Melissa Dodd, Boston Public Schools

Felicia Vargas, TechBoston, Boston Public Schools



TechBoston

...Inspiring the next generation of technology leaders



Torian Pope Tech Apprentice at Welch's - Summer 2010

Why is this important to the IT industry?

- Build a pipeline for technology industry
- Connecting your company with IT talent
- Great ROI for your company

Results Measure Up!

Program Goals	Program Results
✓ Provide mentoring and support	98% of graduates go to college
✓ Encourage students to pursue IT	76% pursue IT majors or careers
✓ Support business needs with talented students	55+ companies have participated

Types of Internships

- Tech Support/Help Desk
- Web and graphic design
- Server and other hardware configuration
- Advanced: programming, software engineering, QA testing, user experience
- Special projects

Type of Industries

- Information Technology
- Financial Services
- Government
- Healthcare
- Non-profit
- Higher Education
- Media
- Law
- Architecture & Planning



Tech Apprentice Alice Lee with her supervisor at John Hancock

The Nuts and Bolts

- Seven weeks - July 5 - August 19, 2011
- Rigorous application process
- Companies control interview & selection process
- Optional Supervisor Training
- Pre-placement "Workplace Readiness" workshop
- On-going support throughout summer
- Cost: \$2,500 (not including employer taxes)

Thank you!

Cecilia Oyediran

Employer Account Manager

coyediran@techboston.org



FORM D
Sample: Information Card for Prospective Employers

What	<p>Summer internship for talented high school students interested in IT careers</p> <hr/> <p><i>Did you know? We recruit and screen students from advanced technology courses. You interview candidates and decide if any of them meet your needs.</i></p>
Why	<p>Students think IT is a vanishing industry</p> <p>Connect your company with the future technology workforce</p> <p>Influence the career path of a potential IT leader</p> <hr/> <p><i>Did you know? 98% of Tech Apprentices who have graduated enroll in college, and 2/3 of them pursue an IT major or career!</i></p>
Cost	<p>\$2,500 per student (not including employer taxes)</p> <hr/> <p><i>Did you know? Some employers hire Tech Apprentices in lieu of temps – at \$10/hour this is a cost effective source of valuable technical skills.</i></p>

Additional ways to connect with TechBoston!

Volunteer	Opportunity for IT professionals to host a high school student interested in technology during a half-day “job shadow”.
Sponsor	Corporate donations support training and materials for TechBoston’s Cyber Safety Mentorship program.
Refer	Connect us with your network so we can reach more technology leaders who share our passion for inspiring young people to pursue an IT career.

Yes! I am interested in the engagement opportunities I checked above.

Name
Company
Email
Phone

FORM E
Sample: Tech Apprentice Job Description



Boston PIC
Job Description

Name:
Manager: Director of Human Resources
FLSA Status: Non-Exempt

Job Title: Technical Operations
Department: Operations
Date:

POSITION SUMMARY:

Provide technical operations support to various productions including but not limited to operating studio camera, tape playback and master control, and providing stage management.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Insert commercials and programs into servers
- Record incoming satellite and fiber feeds
- Log programming and event materials
- Operate Studio Camera for Live and Taped studio events
- Stage Manage for Live and Taped studio events
- Tape Playback via AIRSPEED and/or other servers or decks for NESN Productions
- Update and maintain an accurate commercial / Program log
- Work weekends, nights, and/or holidays shifts as needed
- Other related tasks and projects as needed

QUALIFICATIONS:

- Interest in television programming and communications
- Solid research skills
- Excellent organizational skills and must be detail oriented
- Ability to be successful working in a fast paced and growing environment
- Good communication skills
- Must be a self-starter who can work independently with minimal supervision but also able to work effectively within a team environment
- Must be positive and professional
- Experience using Microsoft Word and Excel, and the Internet

FORM F
Sample: Job Description Form

2011 Tech Apprentice

Tech Apprentice
Please send to Joe Chard, TechBoston Employer Organizer – PIC
jchard@techboston.org
Fax 617-423-1041
Questions? 617-488-1328

of students requested:

Supervisor contact:

Title:

Company:

Dept:

Phone:

Email:

Location where student will work:

Company website:

Intern Position Title:

Duration: 7 weeks (July 7 through August 22, 2008)

Responsibilities:

Technical Skills desired:

Section 4

Applicant Requirements & Student Recruitment

In order to apply for the Tech Apprentice program, students must complete an application and a resume, which they send via e-mail to the Employer Organizer. The Employer Organizer must emphasize the importance of an applicant sending a “professional e-mail” free from grammatical or spelling errors in order to reinforce the importance of appropriate business etiquette.

In order to recruit talented students for the Tech Apprentice program, it is recommended that the Employer Organizer visit local public high schools to meet with teacher who teach technology-related courses. This relationship will provide access to the classrooms, where the Employer Organizer can meet students and conduct Tech Apprentice program information sessions. The Employer Organizer can keep track of students by having them fill out an interest forms.

The Employer Organizer should also collaborate closely with local non-profit youth employment agencies. These agencies are an excellent resource for the Tech Apprentice recruitment efforts as they often help applicants write their resumes and prepare them for interviews.

The Employer Organizer can keep track of the applicants and their skills by using the student evaluation.

Form G:
Sample: Tech Apprenticeship Program Student Interest Form

2011 Tech Apprenticeship

Internship Program Interest Form

A program developed in partnership with Broadening Advanced Technological Education Center (BATEC), TechBoston/Boston Public Schools, and the Boston Private Industry Council to provide a seven-week technical internship program for students from the Boston and Metro Boston area.

Name (print): _____

School: _____

Email Address: _____

Yes! I am interested.

I think my friend is (name and email): _____

Maybe. Please follow up.

FORM H
Sample: Tech Apprentice Program Student Application



Application Instructions

- **Fill out Student Application—don't forget to complete the writing sample on a separate page!**
- **Create/update your resume. Don't have a resume? Please visit to download a resume template: <http://www.techboston.org/techapprentice.html>. When saving your resume, include your first and last name in the document name.**
- **Email your application, writing sample and resume directly to cecilia.ovediran@bostonpic.org. Paper applications will NOT be accepted.**
- **Use a subject line and write a job-appropriate email using proper spelling and grammar to accompany your application materials. We will not consider applications that are not accompanied by a professional e-mail. Please visit for more information on how to write a professional e-mail: <http://grammar.about.com/od/developingessays/a/profemails.htm>.**
- **Be sure to send your application materials using the email address that you check regularly. Your application status notification will be sent to the e-mail address from which you send your application.**

DEADLINE TO APPLY: Month Day, Year

2011 Tech Apprentice

Tech Apprentice Student Application

The Tech Apprentice Program is recruiting technologically skilled high school students who have done well in computer classes and are interested in pursuing Information Technology as a future career path. This is a **PAID** summer internship, \$10/hour, running from July 5 to August 19, 2011. You must be willing to work full-time (30-40 hours a week). **To be considered for the program, you must fill out this application and attach your resume and writing sample.** All applicants must go through a competitive application process and will be pre-screened to determine eligibility. Once qualified, you will be interviewed for a specific position by a hiring manager. This is a great opportunity for those who want to apply their advanced technology skills to a real job. **The deadline to apply is Monday, April 8th, 2011. APPLICATIONS MUST BE SUBMITTED ELECTRONICALLY. No paper applications will be accepted.**

To be considered, fill out this application and attach your resume and writing sample.

Name:		School:	
Home Address:			
Neighborhood/State/Zip:			
Phone:		Grade:	
Email:			
Age:			
Do you have a car? <input type="checkbox"/> Yes <input type="checkbox"/> No			
Have you passed MCAS? <input type="checkbox"/> Yes <input type="checkbox"/> No			
What is your Grade Point Average (GPA)?			
My Strongest technical skill(s) is in (check all that apply):			
<input type="checkbox"/> IT (help desk, IT support, some programming)	<input type="checkbox"/> Web Design	<input type="checkbox"/> Graphic Design	<input type="checkbox"/> Programming (what language?)
<input type="checkbox"/> Other. Please specify			
Did anyone recommend you for this program? If so, please list name.			
What are your future education plans after high school?			
Please attach a writing sample: A paragraph or two on what technology means to you. The writing sample should touch upon websites you use daily and why, how technology helps you, forms of technology you use (for example cell phone, computer, iPod), social networking and blogging site experience (twitter, facebook, blogger, wordpress, etc), and finally your favorite piece of technology you currently own or would like to own and why.			
Please provide the names of two references (<i>Teacher/school/program official or former supervisor ONLY—no friends or family members</i>) and their contact information (Phone and/or email)			
1.		2.	

Submit this form, along with your writing sample and resume via e-mail to Cecilia Oyediran:
Cecilia.oyediran@bostonpic.org

FORM I
Sample: Tech Apprentice Student Evaluation

2011 Tech Apprentice

Name:

Grade:

School:

IT Skills	Beginner	Intermediate	Advanced
Microsoft Excel (VLookUP, SUM, SUMIF, IF, writing formulas)			
Multimedia (Dreamweaver, Wikis, graphic design, Final Cut, Flash, video editing iMovie, podcasting etc)			
HTML, CSS, PHP			
JavaScript			
Cisco Networking			
Linux Operating Systems			
MySQL			
MS Access			
Hardware			
Mac operating systems			

Presentation Skills	Excellent	Good/Fair	Poor
Punctuality			
Appearance			
Attitude			
Communication Skills			

Comments/Notes:

Section 5

Tech Apprentice Professional Development Orientation

The Tech Apprentice Orientation is a two-day event where all the Tech Apprentices for the summer work period come together to learn about business etiquette for the work place. This orientation is very important because it helps to transition the Tech Apprentices from school mode into work mode and helps prepare the Tech Apprentices to enter a corporate or business environment.

Recommendations:

- Request that Tech Apprentices wear business formal attire
- Use icebreakers to help Tech Apprentices feel more comfortable
- Provide food on-site
- Allow Tech Apprentices to actively learn i.e. role play activities
- Tech Apprentices should fill out emergency contact information and media release forms
- Print agendas for Tech Apprentices
- Create an internal agenda for administrative use

FORM J
Sample: Tech Apprentice Orientation Agenda

2011 Tech Apprentice

Professional Development Workshop
June 29 & June 30
9:00 a.m. – 2:00 p.m.

Day 1 – Monday, June 29

- 9:00 a.m. – 9:30 a.m. Breakfast
9:30 a.m. – 10:00 a.m. Introduction
10:00 a.m. – 10:30 a.m. Tech Apprentice program
10:30 a.m. – 10:45 a.m. Keeping a work journal. End of summer PPT presentation
10:45 a.m. – 11:30 a.m. Communication
- Form of communication
 - Interpersonal skills and professionalism
 - Relationship with your supervisor and your teammates
- 11:30 a.m. – 12:00 a.m. Dress code at your company
- Business formal
 - Business casual
- 12:00 p.m. – 12:30 p.m. Lunch
12:30 p.m. – 2:00 p.m. Breakout sessions

Day 2 – Tuesday, June 30

- 8:30 a.m. - 9:00 a.m. Breakfast
9:00 a.m. – 9:30 a.m. Prepare for field trip. Who's Ed Esposito?
9:30 a.m. – 10:30 a.m. Prioritize your tasks/Taking initiatives
- How to not procrastinate
 - Maintain a busy schedule
 - How to request more work
 - How to deal with a request to do something you don't want to do
- 10:30 a.m. – 11:30 a.m. Report back
12:00 p.m. -12:30 p.m. Summation, Reminders and Dismissal

FORM K
Sample: Workplace Etiquette Handout

Important Things to Remember!

- **It's a real job!**
 - Benefits
 - Attendance (Punctuality)

- **Professionalism**
 - What does it mean?
 - Recommendations from Supervisors
 - Resume Builder

- **Dress Code**

In general: it's always better to over-dress than under-dress. Meaning for your first few days you should dress to impress! Look at what the people around you are wearing as your co-workers will be a good guide as to what is acceptable.

Women

 - No halter tops
 - No "short shorts" (shorts above the length of your arm)
 - Skirts below the knees
 - Button up shirts with a collar (blouses)
 - Nice solid color shirts

Men

 - No baggy pants
 - No sneakers
 - No shirts with rude slogans or images
 - Collared Shirt and tie
 - Dress Pants

- **Behavior**
 - Respect
 - Positive attitude
 - Ambitious, "go-getter"
 - Responsive and polite
 - Listen carefully and follow instructions
 - No sexual conduct or rude behavior
 - Cell phones should be on vibrate (or turned off) and only used for emergencies

- **Elevator Speech**
 - What does it mean?
 - Don't ramble. Familiarizing yourself as much as possible with your speech will help keep you from getting off track.
 - Do be warm, friendly, confident, and enthusiastic. A smile is often the best way to show friendliness and enthusiasm, while a strong, firm voice the best way to express confidence.
 - Do take it slowly. Don't rush through the speech, and do pause briefly between sentences. Breathe.
 - Do project your passion for what you do.
 - Do maintain eye contact with your listener.

Emails

- Keep emails professional: no short cuts like ‘u’ for ‘you,’ or ‘4’ in place of ‘for.’
- Use complete sentences and correct spelling (turn on spell check!)
- Be specific so that you are understood
- There should be a subject, introduction, the message and a sign off.

Example:

Subject: following up on printer issue

Hi Pamela,

You did not reply to the last email that I sent to you regarding your printer settings. I was wondering if you received it. If you could respond to me as soon as possible that would be great.

Thank You,
Kimberly Williams

- **Networking**
 - Introduce yourself, say your first and last name
 - Find out what the person does at work, ask questions
 - Ask for a business card
- **Keeping a work journal**
 - Write down some quick notes that you want to keep in mind for a later time
 - Write down important names and the names of people that you meet for the first time – also note what they do and how you think you will work with them
- **Take Initiative**
 - What does it mean?
 - Ask for more work when you are finished early
 - Try to be as productive as you can
 - If you see an opportunity to go above and beyond: do it!
- **Communication**
 - Communicate with your co-workers
 - Ask for help when you need it
 - If you can’t finish your work by the time it is due, be sure you tell someone ahead of time
 - A friendly environment is a peaceful environment
- **Organization**
 - Keep a to-do list
 - Write down when your projects are due
 - Use your to-do list and due dates to prioritize
 - Take detailed notes when someone is showing you how to do something

FORM L
Sample: Student Photo Release Form

PHOTO RELEASE

I, _____ (print name), grant TechBoston and the Boston Private Industry Council authorization to photograph and publish my photo in any media outlets.

I hereby waive any right that I may have to inspect or approve the finished product or the printed matter that may be used in connection with the photograph.

Signature

Date

Parent or Guardian Signature,
if above named is under the age of 18 years.

Date

Section 6

Supervisor Training

Depending on the number of employers hiring Tech Apprentices for the first time, the Employer Organizer may decide to conduct a supervisor training. If so, it is recommended that the Employer Organizer provide the supervisors and managers with the following tips:

- 1. Initiate Communication.** Schedule one-to-one meetings with your student just as a supervisor would do with any employee. Use this meeting to discuss goals, expectations, provide guidance and feedback, and to make sure your student has a clear understanding of the work environment. Such meetings will allow you to develop a stronger working relationship with your student.
- 2. Engage Students.** Ask questions and assign tasks that require students to report back with results and outcomes. This interaction will help him/her become more comfortable at communicating with you and other adults in their work setting.
- 3. Designate a back-up supervisor.** Identify a back-up supervisor for your student to report to if you are away from the worksite. This will help your student stay busy when you are unavailable and provide them with additional adult support.

Help your student become a contributing member of the team! Challenge them by involving them in meaningful projects that will benefit you and your co-workers. This will help the student to learn new skills, gain self-confidence in his/her abilities, and feel like a part of the team.

Managing the Student/Supervisor Relationship. Establishing a positive rapport with your student is an important first step to developing a strong student/supervisor relationship. While student/supervisor relationships can also develop into strong friendships, it is important to remember that the number one priority of the supervisor is to help the student develop the skills and competencies necessary for success.

Over time, your Tech Apprentice may begin to view you not only as a worksite supervisor but also as someone who s/he can go to for advice and guidance. At times, your Tech Apprentice may be confronting personal, social, or academic issues that could adversely affect his/her job performance. If your student approaches you for guidance about a specific issue, be professional, sensitive, and supportive. While it is important that you help your Tech Apprentice learn the importance of separating personal issues from professional performance, you are strongly encouraged to guide your student in the direction of the appropriate support services.

The Employer Organizer also is available during the internship for the supervisors to contact in the event that any issues arise at the workplace. Tech Apprentices are expected to behave like young professionals at all times. Supervisors are encouraged to contact the Employer Organizer if they have any concern about the performance of the Tech Apprentice who is being employed.

Section 7

Evaluations

In order to evaluate student's performance, the Tech Apprentice Program utilizes the Massachusetts Work-Based Learning Plan. The Massachusetts Work-Based Learning Plan is a diagnostic, goal setting and assessment tool designed to drive learning and productivity on the job. It is used throughout Massachusetts to structure summer job placements, internship placements, and other work-based learning placements. The Work-Based Learning Plan includes a job description, a description of the *Foundation Skills* and *Career and Workplace Specific Skills* used in the job/internship and skill reviews, with opportunities to set goals. Employers can fill out a paper version and an online version. Please see <http://masswbl.org> for more information.

At the end of the summer, supervisors are encouraged to fill out a supervisor survey. This allows the Tech Apprentice program to get feedback from employers in order to make the program more effective each year. We recommend creating an online survey with websites such as surveymonkey.com

FORM M
Sample: Tech Apprenticeship Survey Questions to Alumni

1. Are you enrolled in college? If yes, which one?

2. What are you majoring in or thinking of majoring in?

3. Are you currently working?
 - Yes
 - No

4. If you are working, for what organization (where) and what do you do?

5. Are you still involved with IT (Information Technology)?

6. Does your job or college major involve Technology?

7. Anything else we should know? Awards, scholarships, other accomplishments that you are proud of?

8. Do you need help with anything?

9. Which high school did you go to?

10. What year did you graduate from high school?

FORM N
Sample: Tech Apprentice Student Pre-Survey

1. What school are you currently attending?

2. What is your gender?
 - Male
 - Female

3. What is your race/ethnic group? (**Choose all that apply**)
 - African American or Black
 - Asian or Pacific Islander
 - Hispanic
 - Native American/Pacific Islander
 - Other (**please specify**) _____

4. What is your current high school grade level?
 - Sophomore
 - Junior
 - Senior

5. What technology classes are you currently taking/enrolled in? (**Please list all that apply**)

6. Have you participated in any other technology activities outside of school or after school (**please list all that apply**)

7. Have you ever participated in any technology internship programs before?
 - Yes
 - No
 - Other (**If Yes, please list the name of the program**): _____

8. How do you think participating in a technology internship program will benefit you?

9. What do you plan to do immediately after graduating from high school?

10. If you plan to go to college, what are you thinking about studying?

11. What course/teacher/experience do you think helped you the most in preparing you to be accepted into the Tech Apprentice program? (**Please list all that apply**)

FORM O

Sample: Tech Apprentices Scale Up Project Community College Internship Questionnaire

1. Do you offer internship programs at your college?
 - Yes
 - No

2. What type of internships do you offer?
 - Paid Internships
 - Unpaid Internships
 - Co-Op
 - Program Required
 - Others

3. Do you provide internships specific to technology programs?
 - Yes
 - No

4. Who qualifies for the internship opportunities?

5. On average how many students do you place in technology based internship programs?

6. Where do you traditionally place your interns interested in technology work experience?

7. What types of challenges do you face in placing students into internships?

8. What strategies do you use to overcome the placement challenges?

9. What effects do you think internship experiences have on your students particularly those in technology programs?

10. What resources and tools would be helpful to your internship programs?

FORM P
Sample: PIC Supervisor Survey

Thank you for agreeing to take the PIC Supervisor Survey. This is a confidential survey; your name will not be connected to the results. Results will be reported by employer only. We will use your responses to help us improve our programs.

- Please select the choice that best describes the industry in which you work.
- Please select your employer from the drop-box below.
- What is your job title?
- Including this summer, for how many summers have you supervised PIC students?
- This section of the survey focuses on planning and preparation for the Summer Job experience.

1) How did you learn about the PIC Summer Jobs Program? **Please check all that apply.**

- ___ Someone at My Company
- ___ PIC Mailing
- ___ PIC Web Site
- ___ PIC Staff
- ___ Mayor's Office
- ___ Newspaper
- ___ Television
- ___ I am unaware of the PIC
- ___ Other (please specify) : _____

2) In what month did you sign up to participate in the Summer Jobs Program?

3) What was your primary motivation for supervising a student this summer?

- ___ I needed the extra help
- ___ I wanted the opportunity to mentor a young person
- ___ I was asked to
- ___ Other (please specify): _____

4) Did you interview your student-employee(s) or in any other way play a role in the selection process?

- ___ Yes
- ___ No

5) Did you attend a Supervisor Orientation, led by PIC staff and/or internal program coordinators?

- ___ Yes
- ___ No

6) Was the orientation helpful? Why or why not?

- 7) A small number of students took part in specialized programs over the summer. Please identify any program in which your student-employee(s) participated.
- ___ Tech Apprentice
 - ___ Classroom at the Workplace
 - ___ MCAS Remediation
 - ___ Classroom at the Workplace
 - ___ SAT Preparation
 - ___ Classroom at the Workplace
 - ___ Accuplacer Preparation
 - ___ None of the above
- 8) Prior to the start of the summer program, did you know that your student-employee(s) would be attending class during the workday?
- ___ Yes
 - ___ No
- 9) Were you aware that your student-employee(s) was paid for time spent in class?
- ___ Yes
 - ___ No
- 10) Did you and your student-employee(s) discuss Classroom at the Workplace study topics at any point this summer?
- ___ Yes
 - ___ No
- 11) Please comment on the nature of your discussion(s) of class topics.
- 12) Would you supervise a student-employee(s) through Classroom at the Workplace next year?
- ___ Yes
 - ___ No
- 13) How would you improve the Classroom at the Workplace program for next summer?
- 14) **Please respond to the following statements.**
- 15) I had adequate information to develop age- and skill-appropriate tasks for my student employee(s).
- ___ Strongly Agree
 - ___ Agree
 - ___ Disagree
 - ___ Strongly Disagree
 - ___ I did not receive information

16) I received the information to develop age- and skill- appropriate tasks for my student employee(s) from...**Please check all that apply.**

- ___ Someone at My Company
- ___ PIC Supervisor Orientation
- ___ Previous Experience
- ___ Other (please specify)

Please comment on how we could better prepare you to supervise a student-employee. We would like to determine how well the PIC and the Boston Public Schools prepared students for their work experiences.

17) Please rate your student-employee(s) on his or her performance in the following areas: (**Note:** If you supervised more than one student-employee, please indicate your general impressions).

	Excellent	Good	Fair	Poor	N/A
Appropriate Dress					
Punctuality					
Attendance					
Interacting with Coworkers					
Asking Clarifying Questions					
Accepting Direction					
Following Company					
Protocols					
Taking Initiative					
Using Technology					
Overall Productivity					
Attitude					

Please comment on the skills and attitude of your student-employee(s).

18) Did you experience any difficulties with your student-employee(s) this summer?

- ___ Yes
- ___ No

19) What difficulties did you encounter? **Please check all that apply.**

- ___ Tardiness
- ___ Absenteeism
- ___ Lack of Motivation/Initiative
- ___ Unresponsiveness
- ___ Lack of Skill
- ___ Excessive Socializing
- ___ Excessive Shyness
- ___ Inappropriate Language
- ___ Inappropriate Attire
- ___ Inappropriate Use of the Internet
- ___ Inappropriate Use of the Phone
- ___ Other (please specify)

20) Whom did you contact to help you with these issues? **Please check all that apply.**

- ___ Someone at My Company
- ___ A PIC Staff Member
- ___ I contacted my student directly
- ___ I did not contact anyone.
- ___ Other (please specify)

21) Did you interact with a PIC Career Specialist at any point over the summer?

- ___ Yes
- ___ No

22) How helpful was the PIC Career Specialist?

- ___ Very Helpful
- ___ Somewhat Helpful
- ___ Not at all Helpful
- ___ Not Applicable

23) Did you attempt to contact your student's PIC Career Specialist at any point over the summer?

- ___ Yes
- ___ No

24) Please comment on your experience with the PIC Career Specialist.

25) Did you complete a PIC Work-Based Learning Plan for your student-employee(s)?

- ___ Yes
- ___ No

Please respond to the following statements regarding the PIC Work-Based Learning Plan.

26) I found the PIC Work-Based Learning Plan helpful as a planning tool.

- ___ Strongly Agree
- ___ Agree
- ___ Disagree
- ___ Strongly Disagree

27) I found the PIC Work-Based Learning Plan helpful as an evaluation tool.

- ___ Strongly Agree
- ___ Agree
- ___ Disagree
- ___ Strongly Disagree

28) Please comment on your experience with the PIC Work-Based Learning Plan.

Please assess your overall experience with the Summer Jobs Program by responding to the following statements.

29) Overall, I was satisfied with my experience this summer.

- ___ Strongly Agree
- ___ Agree
- ___ Disagree
- ___ Strongly Disagree

30) If funding were available, I would be interested in supervising a student-employee next summer.

- ___ Strongly Agree
- ___ Agree
- ___ Disagree
- ___ Strongly Disagree
- ___ Not Sure

31) If funding were available, I would be interested in supervising a student-employee during the school year.

- ___ Strongly Agree
- ___ Agree
- ___ Disagree
- ___ Strongly Disagree
- ___ Not Sure

32) Please use the space below to include any additional information about your experience this summer. Please include any suggestions for improvement.

The following questions are optional; however, your answers help the PIC learn more about its supervisor volunteers and will inform our recruitment efforts.

33) Will you answer a few questions about your personal background?

- ___ Yes
- ___ No, thank you

34) What is your gender?

- ___ Male
- ___ Female

35) What is your race/ethnic group? (**Choose all that apply**)

- ___ African American or Black
- ___ Asian or Pacific Islander
- ___ Hispanic
- ___ Native American/Pacific Islander
- ___ Other (please specify) _____

36) What is your age?

- ___ Under 20
- ___ 20 – 29
- ___ 30 – 39
- ___ 40 – 49
- ___ 50 – 59
- ___ 60+

37) What is the highest level of education you have attained?

- ___ High school diploma/ GED Equivalency
- ___ Some college coursework
- ___ Associate's Degree
- ___ Bachelor's Degree
- ___ Master's Degree
- ___ Doctoral Degree
- ___ Other (please specify)

38) What is your zip code?

Thank you for completing this survey. We appreciate your feedback. Please click the "Done" button to exit this survey.