

CALIFORNIA STATE UNIVERSITY LONG BEACH
COLLEGE OF LIBERAL ARTS
**INTERNSHIP
PROGRAM**

**ANNUAL
REPORT**
2019



SKILLS TRAINING EXPERIENCE PURPOSE

WELCOME

“ During the 2018-2019 academic year, the College of Liberal Arts Internship Program provided professional development opportunities to over 800 students enrolled in academic internships, fostered partnerships with 183 community agencies and organizations, and supported six CLA department events.

We successfully launched and curated specialized content on our CLA social media platforms to reach a larger audience of students, faculty, staff, and community partners. We continued to collaborate with community partners to provide paid internships. In the past year, we have provided paid internships to seven graduating Long Beach Promise students and our development of the Gateway to a Promising Profession Program will allow us to assist more Promise students in their professional development and career attainment after graduation.

We are excited to showcase the success of our students, feature how we support CLA faculty, and highlight the outcome of our work with local organizations. ”

MICHELLE CHANG

CLA Internship & Career Readiness Specialist



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CLA INTERNSHIP PROGRAM BY THE NUMBERS

The CLA Internship Program provides professional development and internship opportunities to over 800 students every year. Student interns develop professional skills and apply their liberal arts degrees to real world challenges, while exploring the realities of a potential future career.



WE SUPPORT CAREER READINESS AND INTERNSHIP PROGRAMMING

Presented discipline specific professional development workshops for:

- ✓ ANTHROPOLOGY STUDENT ASSOCIATION
- ✓ COMMUNICATIONS STUDENT ASSOCIATION
- ✓ ECONOMICS STUDENT ASSOCIATION

Participated in department events such as:

- ✓ ANTHROPOLOGY DAY
- ✓ JOURNALISM & PUBLIC RELATIONS DAY
- ✓ PSYCH DAY

IN THE 2018-2019 ACADEMIC YEAR, WE HAVE PROVIDED

006 INTERNSHIP FRIDAY
EVENTS

068 CAREER READINESS
WORKSHOPS

180 ONE-ON-ONE INTERNSHIP
APPOINTMENTS

IN THE 2018-2019 ACADEMIC YEAR

875 STUDENTS ACQUIRED AN
ACADEMIC INTERNSHIP

100 HOURS AVERAGED BY
INTERNSHIP STUDENTS

283 ORGANIZATIONS AND
AGENCIES HOSTED INTERNS

STUDENT SUCCESS IN CLA SUCCESSFUL COLLABORATIONS



Collaborations between faculty, alumni, and the CLA Internship Program are essential in order to cultivate valuable internship opportunities for our students. A perfect example of this is our new partnership with MemorialCare Medical Center's Interpretation Department. Director of Interpreter Services at MemorialCare and alumni, Nick Arce, returned to Cal State Long Beach in 2015 to complete his Masters of Arts in Spanish. During his studies, he reconnected with Dr. Bonnie Gasior and was referred to the CLA Internship Program to develop an internship opportunity for Spanish students interested in medical translation.

In Fall 2018, MemorialCare worked with their first group of interns from the Spanish program. CLA students bring many unique skill sets and become valuable contributors to many internship sites. According to Mr. Arce, "CLA interns bring an enthusiasm for learning and a strong sense of purpose, particularly to bridge language barriers for our patients, families, and providers. CLA interns have demonstrated strong cross-cultural communication skills which are perfect for our diverse patient population and workforce."

One intern that stood out was Jesus Castillo. Jesus graduated from Cal State Long Beach with a BA in Spanish. During the internship, Jesus learned "responsibility, accountability, and what it means to be a professional. I like to learn, so I made sure to ask a lot of questions because I was interested in this." The most valuable thing that Jesus learned from this experience was that "in class you can learn all the technical components of translation, but that doesn't prepare you to see people in their most vulnerable state and making sure that you respond in a compassionate manner. The internship can help you see the human side of healthcare. These are things that you cannot learn in a class, which is why an internship like this is so important. All the years that I was at Cal State Long Beach, I was looking for this type of opportunity."

Jesus' professionalism, openness and willingness to learn landed him a paid per-diem translation position with MemorialCare and a full-time position starting in the summer of 2019. His internship supervisor, Mr. Arce, commented on the characteristics that made Jesus stand out as an intern. "Jesus immediately demonstrated he had an open-mind and wanted to learn from our experienced and certified healthcare staff interpreters. Staff commented on his desire to contribute to the team's purpose, his professionalism, and also his appreciation of how healthcare interpreters positively influence our patient's experience. Jesus is a motivated individual who we wanted to be part of our team. He's a true ambassador for both CSULB and MemorialCare."



Long Beach Medical Center
Miller Children's & Women's
Hospital Long Beach

CLASSROOMS TO CAREERS



Senior Megan Anaya's internship in Fall 2018 with Centro CHA helped her solidify her career goals and was central to the completion of the first ever Long Beach Latino Economic Impact Analysis. As a research intern, Megan compiled an extensive employment database for use in mapping the extraordinary economic contributions made by Long Beach's Latino Community. This is the first time the city has created an economic profile and examined economic impact for a specific ethnic group. The results of Megan's analyses were presented at the Latino Economic Summit held in November 2018 and will be used by the city as a model for examining the impact of other ethnic groups.

As noted by her mentor and internship supervisor, Dr. Seiji Steimetz, Chair of Economics at CSULB, "Megan exemplified how classroom learning can be used to solve real-world problems. It was so rewarding to watch her convert massive amounts of raw data into concise and tractable results for use in policy analysis and decision making. It was equally rewarding to watch her grow intellectually and professionally in the process." As noted by Dr. Steimetz, private consulting firms typically charge thousands of dollars for the quality and complexity of work that Megan contributed.

From this experience, Megan gained an in-depth, hands on, unique experience of what she can do with her Economics degree. "I got to see 3 to 4 projects from start to finish and see the impact that my work has. You don't get that in a classroom." This internship has solidified her interest in the field

and has confirmed her goal to pursue a Master's in Economics. "You don't really see a lot of women, especially ethnically diverse women in this field. I am able to represent women and my ethnic background – I'm Mexican and I want to increase the representation of Latinos in this field."

Megan credits much of her success at her internship to her mentors Dr. Steimetz, Dr. Juan Benitez (Executive Director of the Center for Community Engagement at CSULB), and Jessica Quintana, Executive Director of Centro CHA. As an intern, Megan also had the opportunity to network with other university professors, community professionals, and council members, including the Mayor of Long Beach, Robert Garcia, pictured above. Megan notes that networking with professionals and making a positive impression has already resulted in potential employment opportunities.

What advice does Megan have for students about internships? "Do an internship if you can. It will test you in ways that you won't get tested in the classroom. It will help you develop interpersonal skills, communication skills, [a better] understanding about professionalism, and how to be dependable. It's a different world from school and the internship will help you be ready for it."



GATEWAY TO A PROMISING PROFESSION



A new partnership between the Long Beach Community Foundation, the Long Beach Economic Development Office, Pacific Gateway, and CLA Internship Program was created to assist Long Beach Promise students in their search for post-graduation employment in Long Beach. A donation from the Long Beach Community Foundation provided paid, on-campus internships to Promise students.

Five students interned in the Long Beach College Promise Office of Public Engagement. They helped research and plan communications to inform Long Beach families about educational benefits in the city. Their work enhanced communications and strengthened campaign messaging in print material and online platforms. The interns were an asset to the team as they applied their skills, experience, and creativity to campaign projects. Programs like this, help bring us one step closer to achieving our goal to "close the loop" and help Promise students find career opportunities in the city they grew up in.

In order to facilitate this program, CLA Internship Program developed *Gateway to a Promising Profession*. In this program, graduating Promise students engage in a variety of professional development workshops to help them prepare for employment after graduation. Participants attended an orientation, engaged in workshops such as, resume writing and interview prep, and met one-on-one with a career coach from Pacific Gateway. Pacific Gateway met with 43 students to understand their interests and career goals and have placed students in

full-time positions at local organizations, including Mental Health America Los Angeles, SCAN Health Plan, Little Owl School, the City of Long Beach, The American Language Institute, and Abilities Unlimited.

Students participating in the program completed a survey and shared how participating in the program has benefited their career development:

“ I wanted to be a part of a professional network with other students and find out new opportunities to become involved in. ”

“ It seems like a very good program that has students' best interests in mind. I love that it looks to connect graduating students with local employers - a great opportunity for young professionals! ”

“ This seemed like a wonderful opportunity to make connections and network with professionals within Long Beach. I would love to stay in Long Beach and serve the community in my future career. ”



GETTING SOCIAL WITH CLA



One of the goals of the CLA Internship Program is to increase communication and outreach to students, faculty and staff in CLA. We wanted to highlight the success of our students and showcase the valuable work faculty and staff have contributed to the college and university. One strategy to achieve this was to develop a social media presence for CLA. In the spring of 2019, we offered two Promise students paid internships to assist in the development and growth of the CLA Facebook, Instagram, and twitter platforms.

In just one semester, our interns, Caroline Serrano and Taylor Thorne, doubled our social media audience to 475 followers on Instagram, 113 likes/follows on Facebook, and 65 followers on twitter. They developed creative ways to engage the audience on social media. One of the projects that they are most proud of is the Students of CLA, "SoCLA" legacy, where they featured stories from students in CLA. Caroline says, "Highlighting students' distinct experiences allows others to see the accomplishments that have been made and the struggles that have been overcome. Plus, our followers love it! Currently, 4 of our top 9 most engaged posts on Instagram feature Students of CLA."

They both reflect on the most valuable things they have learned in their internship and how their Liberal Arts education has prepared them to be successful.



TAYLOR THORNE

CLA Social Media Intern

"The heart of our mission is to provide students with the necessary tools and resources to be successful. I realized when we give knowledge, resources, time, and any other form of help, we are contributing to another person's success. Seeing this was valuable and has encouraged me to enter a field or organization that privileges me to give or help. I am a Communication Studies major. My education has prepared me with tools to be more reflective, which relates to the internship in that I get to use those tools to change and grow as a professional."



CAROLINE SERRANO

CLA Social Media Intern

"The most valuable thing I have learned at this internship is to not be afraid to get out of my comfort zone. This internship has given me numerous opportunities to develop professionally. I attended events I wouldn't have otherwise attended. Because of this, I have had the chance to meet many accomplished people and build meaningful connections. As a Psychology major with a minor in Child Development, I have taken many courses that involve team projects. These have helped me transition into a workplace that emphasizes collaboration within a team. These skills have proven to be invaluable not only for this specific internship, but in many of the fields I am interested in pursuing."



BRIDGING THE GAP

INSTRUCTIONAL METHODS FOR BOTH FACULTY & STUDENT SUCCESS

In an effort to provide consistent training techniques across our workshops, we hosted parallel trainings for faculty and students. These trainings were led by two improvisation experts who use improvisational techniques and role playing exercises to encourage practical application of skills needed by both our faculty and our students. In the faculty workshop, internship course instructors were taught engaging classroom practices to encourage their student's involvement and learning.

In the student workshop, our improvisation experts led students in role playing activities to practice professional communication, interview skills, and even how to address issues that arise in the workplace. Although faculty and students were trained in different skills, both received their individualized training in a creative and flexible module, which encourages connection, openness, and support between our faculty and students.

The consistent use of improvisation-focused training encourages the development of a supportive atmosphere in the classroom.

“ I really like this workshop! It was really helpful, especially with improving my teaching skills. ”

This type of atmosphere helps foster a more open and communicative relationship between our students and faculty. As a result of the increased communication between our students and faculty and the ensuing feedback, we can ensure that we continue to improve the overall internship experience for students inside, as well as outside of the classroom.

“ Greatly appreciated the presenters. They were engaging and encouraging through the process. ”



SUPPORTING FACULTY DEVELOPMENT

One of the priorities this year was to engage faculty in professional development workshops. These workshops were open to all CLA faculty and faculty teaching internship classes. The purpose of the workshops was to inform faculty of up-to-date internship initiatives, share best practices, and learn creative classroom engagement strategies.

FROM AUGUST 2018 TO MAY 2019 CLA INTERNSHIP PROGRAM HOSTED

008 FACULTY WORKSHOPS

026 CSULB DEPARTMENTS PARTICIPATED

150 FACULTY AND STAFF ATTENDED

FACULTY WORKSHOP TOPICS INCLUDED:

INTERNSHIP SITE RISK ASSESSMENTS

presented by Dr. Kimberly Kelly

IMPROVING INSTRUCTION WITH IMPROV

presented by Darren Held and Chris Brennan

ONLINE AND IN-PERSON STRATEGIES FOR FACILITATING STUDENT REFLECTION AND SKILL DEVELOPMENT

presented by Dr. Kimberly Kelly

SOFT SKILLS WRAP AROUND ACTIVITIES: AN INTRODUCTION

presented by Dr. Justin Gomer





LAUNCHING ONLINE SOFT SKILLS

In Spring 2019, the CLA Internship Program launched a pilot program, *Online Soft Skills Modules*. Dr. Justin Gomer led workshops to introduce the modules and oversaw a pilot program for 15 faculty and staff across campus. Participants utilized the online modules in their classes and with student employees to engage over 500 students in learning and applying soft skills. In April 2019, Dr. Gomer presented two campus wide workshops to 70 faculty and staff members to introduce these modules and provide best practices for incorporating these topics into curriculum and student professional development.

SOFT SKILLS TRAINING TOPICS

- ▶ **Collaboration**
Diversity-Inclusion, Self-Confidence, & Teamwork
- ▶ **Communication**
Humility, Communication, & Conflict
- ▶ **Creativity**
Positive Attitude, Initiative, Flexibility, & Work Ethic
- ▶ **Critical Thinking**
Ethical Character, Personal Judgement, Problem Solving, & Time Management

MODULES INCLUDE:

-  **Wrap Around**
-  **Alumni Advice**
-  **Scripted Scenarios**
-  **Student Experiences**





AGENCY PARTNERS

The College of Liberal Arts' Internship Partners Program has formalized partnerships with 183 community organizations and local agencies. The Internship Partner Program provides resources for structuring practicum experiences so that students complete a range of work and learning experiences that benefit both the student's career development and the organization. The benefits of being a CLA Internship Partner include being recognized as an official partner, wide advertisement of internship opportunities on our website and social media platforms, and the ability to recruit students in over 31 departments and programs.

Agency workshops are hosted on a monthly basis to onboard new internship partners. At the workshop, partners learn strategies for enhancing and structuring quality internship placements and ensuring a good fit between their needs and students' learning objectives.

**FROM AUGUST 2018 TO MAY 2019
CLA INTERNSHIP PROGRAM HOSTED**

008 AGENCY WORKSHOPS

070 DIFFERENT ORGANIZATIONS

080 COMMUNITY & ORGANIZATION PARTICIPANTS

183 CURRENT OFFICIAL CLA INTERNSHIP PARTNERS

AGENCY SPOTLIGHT

One of our valued partners, Bloom Behavioral Health, offers paid internship opportunities to CLA students who are interested in working with patients in the assessment and treatment of autism and related disorders. Bloom Behavioral Health hosts a number of interns each semester from a variety of majors, such as Psychology, Human Development, and Women's, Gender, and Sexuality Studies. Lori Aguirre-Ochoa, Executive Director and Internship Supervisor, states that "The partnership with the College of Liberal Arts Internship Program has been extremely beneficial because it allows Bloom Behavioral Health to recruit students who possess a genuine passion and desire to learn, contribute, and give back to the community which is consistent with the company's values."

Lori notes that interns bring in variety of skills, such as "enthusiasm, educational experience, passion and desire for learning, growth, and development." One of the students interning with Bloom Behavioral Health in the spring of 2019 was Alyssa Velasco, a Human Development major graduating in May 2019. The internship has been a valuable experience for her because she has "learned to adapt to a variety of environments, situations and people and make the most of the opportunities I am given. This internship has also taught me how to think critically and problem solve on the spot, because every child responds differently."

The internship is also a great way for organizations to recruit and hire potential full-time staff members after the internship. At Bloom Behavioral Health, many of the students who conduct their internship with them end up staying on board after their internship to continue to gain valuable training and experience through employment opportunities they offer.



THE VALUE OF INTERNSHIPS

At the end of each semester, students enrolled in an internship course complete a survey to evaluate their experiences and discuss what they have learned. Over 400 responses were collected and students reported they agreed or strongly agreed with the following statements:

In this course, I obtained a greater understanding of diverse points of view, ideas, and backgrounds:



In this course, I was able to apply knowledge that I learned in other coursework to real-world experiences:



In this course, I developed general professional skills like time management and the ability to take initiative:



At my internship site I acquired career-specific knowledge and skills:



91% WERE SATISFIED WITH THEIR INTERNSHIP EXPERIENCE

When students were asked the following question, five distinct benefits were identified:

WHAT WAS THE MAIN BENEFIT OF COMPLETING YOUR INTERNSHIP?

01 STUDENTS GAINED RELATED EXPERIENCE IN A SPECIFIC INDUSTRY OR CAREER OF INTEREST.

“ The benefit of the internship was being able to obtain hands-on experience that I could never learn in a classroom. ”

02 THE INTERNSHIP PROVIDED CLARIFICATION AND HELPED STUDENTS DECIDE ON THEIR CAREER PATH.

“ I was choosing between becoming a social worker and preschool teacher and this internship solidified that social work is the path for me. ”

03 STUDENTS GAINED KNOWLEDGE RELEVANT TO A SPECIFIC INDUSTRY OR CAREER OF INTEREST.

“ I got lots of exposure in the mental health field, I gained clarification on what exactly I want to pursue in the future, and I got hired as a care manager here. I learned a lot! And I'm grateful! ”

04 STUDENTS LEARNED PROFESSIONAL AND TECHNICAL SKILLS.

“ I was able to learn skills that were essential to being an editor in the future. It helped me realize the importance of taking initiative. ”

05 STUDENTS WERE ABLE TO NETWORK WITH PROFESSIONALS IN THEIR FIELD OF INTEREST.

“ It helped open doors for future jobs in similar fields. I plan on becoming an urban planner or community organizer and agree that this internship helped me prepare or know more about both topics. ”



THANK YOU

We would like to extend our gratitude to College of Liberal Arts students, faculty, staff, and community partners for your support and participation in the CLA Internship Program. With your support we are able to provide valuable internships to CLA students, which allows them the opportunity to apply the concepts they are learning into real-world working environments. To see a list of our current internship partners, visit WWW.CLA.CSULB.EDU/COMMUNITY-PARTNERS/

HOW CAN YOU SUPPORT THE CLA INTERNSHIP PROGRAM?

- ✓ Donate to the program to help support professional development events for CLA students
- ✓ Connect with us on social media to get the latest updates and information about our program
- ✓ Become an official CLA Internship Partner by attending one of our monthly partner workshops. For dates and information, contact CLA-INTERNSHIPS@CSULB.EDU



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