

# 2016 ERC/NOCHE Intern & Recent Graduate Pay Rates & Practices Survey

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# About ERC

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



# About NOCHE



connecting employers with college students through its signature internship program, NEOintern ([www.neointern.net](http://www.neointern.net)).

Founded in 1951, NOCHE's ([www.noche.org](http://www.noche.org)) mission is to mobilize the higher education and business communities for collective action that advances region economic development. NOCHE is leading the effort to increase college attainment in the region through the Talent Dividend and is

# Our Collaboration

Recognizing that interns and new graduates are critical to developing a pipeline of talent for Northeast Ohio, ERC and NOCHE have once again collaborated on a survey to gather information from Northeast Ohio employers about their intern and recent graduate employment practices. The findings of this survey will provide Northeast Ohio employers and other regional stakeholders with important information and best practices to help better develop, attract, and retain new talent to stimulate long-term growth and success for our region.

# Overview

ERC and NOCHE collaborated to gather information from Northeast Ohio employers about their internship and recent graduate employment and pay practices. Local organizations were invited to complete the survey between February 18 and April 1, 2016. The survey, published in May of 2016, reports data from 107 organizations regarding their internship practices and pay rates. Internship practices data is reported by organizational size and industry. Internship pay rate data is reported for 9 positions and broken out by non-manufacturing and manufacturing industries (other breakouts are not reported due to insufficient data). Recent graduate starting salaries are reported for 11 types of college degrees. Please note that some data contained in this report may not equal 100% due to rounding of decimals and the ability to select multiple response options.

# Key Findings

- More than half (54%) of employers surveyed have a structured/formal internship program, with the largest organizations, with over 900 employees, being the most likely to have a formal program (86%) compared to four other employer size categories.
  - For those organizations who do not have a structured/formal internship program, staff resource challenges is the most commonly cited reason (25% of all organizations).
- Exactly half of all surveyed employers do not plan on making any changes to their internship program in 2016. Those who do plan on making modifications intend to increase the number of interns in their organization (28%). Based on the results, most organizations typically hire between 1 and 3 interns each year.
- Sixty percent of employers have hired or plan on hiring new college graduates this year, with non-profit employers being the least likely to do so (30%, compared to 59% of manufacturing and 70% non-manufacturing employers).
- High school students are employed in some capacity by 30% of organizations. Their functions include providing part-time help in various departments (warehouse, administrative) and working during the summers.
- There is a variety of reasons why employers hire interns. When asked to think of their primary reasons, employers cited the following most often: to develop a local talent pipeline (62%), to increase exposure at local colleges and universities (43%), and to assist with special project work (40%). Non-profit organizations (60%) hired interns primarily to solicit creative and innovative input.
- Internships tend to be beneficial experiences for both the employer and the intern(s). As part of this exchange, employers most commonly pay for or allow intern(s) to attend an organization's social events as a benefit (30% of all respondents).
- Across all types of organizations, building relationships with college/university career centers is the most common way of recruiting interns.
  - Manufacturing employers (61%) primarily rely on college/university career center websites, non-manufacturing employers (63%) primarily post jobs on intern/college graduate-focused job boards or websites, and non-profit employers (60%) most commonly utilize relationships with college/university career centers.

- When it comes to recruiting new college graduates, just over half (52%) of all surveyed employers create job postings on college/university career center websites.
- Engineering and Business are the two areas of study most important to employers when recruiting interns (46% and 42% of all organizations, respectively). Seventy percent of employers in the manufacturing industry find Engineering most important, while both non-manufacturing and non-profit organizations value Business the most.
- Over half of all organizations use the following criteria when hiring interns: academic major (56%), interpersonal and communication skills (54%), professionalism (54%), and work ethic (52%). Meanwhile, the most commonly used criteria to hire new college graduates includes academic major (56%), work experience (51%) and professionalism (50%).
- Of those employers giving performance evaluations to interns, 66% assess an intern's ability and willingness to learn and develop, 64% assess an intern's quality of work and attitude, and 62% assess an intern's communication skills.
- Across all three industries and all five organizational sizes, hourly wage is the most common pay structure used for interns, with 78% of all organizations paying their interns on an hourly basis.
- Employers in the manufacturing industry hire interns from 2-year colleges and for-profit colleges more so than employers in both non-manufacturing and non-profit industries.
- Seventy-nine percent of all organizations hire new college graduates for entry-level positions, while 20% hire them for mid-level/non-supervisory positions.
  - On average, half of organizations' entry-level positions come from new graduates.
  - Of those new college graduates hired in 2015 and so far in 2016, 60% had interned previously with their employer.
  - Only 16% of all surveyed employers offer management in training programs to new graduates, and 40% of these organizations have over 900 employees.
- At the conclusion of an internship, most employers (58%) seek feedback from interns regarding what they feel they learned or did not learn from the experience.

- To continue engaging interns post-internship, 53% of employers keep in contact with interns through direct communication, social media, and LinkedIn. If it is available, 51% of organizations also offer employment to their interns.
  - Most organizations did not offer employment to any or some of their interns due to a lack of open positions (50% of all organizations).



# Employment Practices

## Organizations with structured/formal internship programs

Figure 1 | All breakouts

	Percent
All Organizations	54%
<b>Industry</b>	
Manufacturing	50%
Non-Manufacturing	63%
Non-Profit	40%
<b>Organizational Size</b>	
1-50	55%
51-200	49%
201-500	57%
501-900	50%
Over 900	86%

## Reasons organizations do not have structured/formal internship programs

Figure 1a | All breakouts

All Organizations	
Staff resource challenges	25%
Other	15%
Time commitment	14%
Financial resource challenges	11%
Don't see the value	2%
Prior unsuccessful program	2%

Figure 1b | Industry

	Manufacturing	Non-Manufacturing	Non-Profit
Financial resource challenges	18%	3%	20%
Staff resource challenges	30%	18%	40%
Time commitment	11%	13%	20%
Don't see the value	2%	3%	0%
Prior unsuccessful program	0%	0%	20%
Other	11%	18%	20%

**Figure 1c | Organizational size**

	1-50	51-200	201-500	501-900	Over 900
Financial resource challenges	12%	14%	14%	0%	0%
Staff resource challenges	27%	37%	14%	0%	0%
Time commitment	12%	14%	14%	25%	0%
Don't see the value	0%	3%	7%	0%	0%
Prior unsuccessful program	3%	3%	0%	0%	0%
Other	18%	14%	7%	25%	14%

**Other reasons organizations do not have structured/internship programs:**

- Unsure
- Not enough applicable positions
- We use interns from local schools that already have programs. We don't have a structured program as an employer.
- Have not had a need
- We are a small company and have interns sporadically
- No business needs
- We take on interns on a case by case basis. We have no intern budget in 2016.
- Held to head-count levels that have negatively impacted our ability to implement a formal program this year.
- Just haven't done any.
- We don't have a formal structure, but we hired an intern this year.
- Have a program, not formalized

## Organizations planning to make modifications to internship programs in 2016

Figure 2 | All organizations

All Organizations	
Maintain number of interns	50%
Increase number of interns	28%
Have not hired interns	16%
Reduce number of interns	6%
Eliminate all interns	0%

Figure 2a | Industry

	Manufacturing	Non-Manufacturing	Non-Profit
Increase number of interns	33%	24%	10%
Maintain number of interns	44%	51%	60%
Reduce number of interns	7%	8%	0%
Eliminate all interns	0%	0%	0%
Have not hired interns	16%	16%	30%

Figure 2b | Organizational size

	1-50	51-200	201-500	501-900	Over 900
Increase number of interns	22%	31%	36%	9%	17%
Maintain number of interns	59%	40%	50%	50%	50%
Reduce number of interns	3%	6%	7%	0%	33%
Eliminate all interns	0%	0%	0%	0%	0%
Have not hired interns	16%	23%	7%	50%	0%

**Organizations in the process of hiring or planning to hire new college graduates in 2016**

Figure 3 | All breakouts

	Percent
<b>All Organizations</b>	60%
<b>Industry</b>	
Manufacturing	59%
Non-Manufacturing	70%
Non-Profit	30%
<b>Organizational Size</b>	
1-50	48%
51-200	69%
201-500	50%
501-900	100%
Over 900	83%

## Number of interns typically employed by an organization each year

Figure 4 | All organizations

All Organizations	
1 – 3 interns	45%
4 – 6 interns	15%
7 – 10 interns	8%
More than 10 interns	10%
Have not hired interns	21%

Figure 4a | Industry

	Manufacturing	Non-Manufacturing	Non-Profit
1 – 3 interns	48%	45%	40%
4 – 6 interns	9%	16%	20%
7 – 10 interns	7%	13%	0%
More than 10 interns	16%	8%	0%
Have not hired interns	20%	18%	40%

Figure 4b | Organizational size

	1-50	51-200	201-500	501-900	Over 900
1 – 3 interns	64%	43%	50%	0%	0%
4 – 6 interns	9%	17%	14%	25%	0%
7 – 10 interns	0%	11%	21%	0%	14%
More than 10 interns	6%	3%	7%	25%	71%
Have not hired interns	21%	26%	7%	50%	14%

## Organizations that have hired non-traditional\* students as interns

Figure 5 | All breakouts

	Percent
<b>All Organizations</b>	33%
<b>Industry</b>	
Manufacturing	27%
Non-Manufacturing	32%
Non-Profit	40%
<b>Organizational Size</b>	
1-50	28%
51-200	26%
201-500	29%
501-900	50%
Over 900	67%

*\*Note: a non-traditional student is defined as a student age 25 or older*

**Organizations that have hired international students**

**Figure 6 | All breakouts**

	<b>Percent</b>
<b>All Organizations</b>	30%
<b>Industry</b>	
Manufacturing	20%
Non-Manufacturing	38%
Non-Profit	50%
<b>Organizational Size</b>	
1-50	39%
51-200	17%
201-500	43%
501-900	25%
Over 900	33%



## Organizations that employ high school students in any capacity

Figure 7 | All breakouts

	Percent
<b>All Organizations</b>	30%
<b>Industry</b>	
Manufacturing	23%
Non-Manufacturing	31%
Non-Profit	30%
<b>Organizational Size</b>	
1-50	27%
51-200	21%
201-500	29%
501-900	25%
Over 900	50%

## Types of positions and/or job duties assigned to high school students

- Part Time Warehouse help
- Basic Clerical work - filing, create booklets/manuals, etc.
- Part-time in our dining room
- Assist at registration, envelopes, social media, thank you notes, minor accounting
- We have had high school students as administrative interns.
- We have a senior experience every May, where one student gets an on-site full-time opportunity to work within our conservation labs.
- Creating presentation folders

### Types of positions and/or job duties assigned to high school students (*continued*)

- IT support, administrative duties & projects
- Filing, data entry
- JVS students in machining, engineering and the lab
- Recently 4 high school seniors as tool & die apprentices
- Summer help
- Internships for Machining and Welding
- Usually in retail stores
- Utilities Intern; Office Support Intern
- Part time workers in the office and in the plant
- Warehouse, data entry, Service Preventative Maintenance Technicians (Trade Schools)
- Pre-professional intern program with Trinity High School
- Part-time
- Summers

## Primary reasons organizations use interns

Figure 8 | All organizations

	All Organizations
To develop a local talent pipeline	62%
To increase exposure at local colleges and universities	43%
To assist with special project work	40%
To obtain affordable workforce support	37%
To test potential employees before hiring them	36%
To solicit creative/innovative input	30%
To improve retention of new college graduates in Northeast Ohio	28%
To provide administrative support	21%
To develop supervisory skills of your existing employees	18%
Do not currently hire interns	17%
To increase exposure at colleges/universities outside of Northeast Ohio	13%
To develop a talent pipeline from outside of Northeast Ohio	12%
Other	9%

**Figure 8a | Industry**

	<b>Manufacturing</b>	<b>Non-Manufacturing</b>	<b>Non-Profit</b>
To obtain affordable workforce support	45%	34%	40%
To provide administrative support	11%	21%	40%
To improve retention of new college graduates in Northeast Ohio	30%	34%	10%
To increase exposure at local colleges and universities	52%	39%	30%
To develop a local talent pipeline	59%	74%	50%
To assist with special project work	36%	47%	40%
To test potential employees before hiring them	41%	45%	20%
To solicit creative/innovative input	32%	24%	60%
To develop supervisory skills of your existing employees	20%	18%	20%
To increase exposure at colleges/universities outside of Northeast Ohio	14%	13%	0%
To develop a talent pipeline from outside of Northeast Ohio	14%	11%	10%
Do not currently hire interns	18%	13%	30%
Other	2%	8%	10%

**Figure 8b | Organizational size**

	1-50	51-200	201-500	501-900	Over 900
To obtain affordable workforce support	42%	34%	57%	25%	29%
To provide administrative support	27%	17%	14%	0%	0%
To improve retention of new college graduates in Northeast Ohio	24%	29%	36%	25%	43%
To increase exposure at local colleges and universities	42%	37%	64%	50%	43%
To develop a local talent pipeline	64%	63%	64%	25%	86%
To assist with special project work	45%	34%	50%	0%	57%
To test potential employees before hiring them	36%	37%	57%	25%	43%
To solicit creative/innovative input	42%	14%	50%	25%	29%
To develop supervisory skills of your existing employees	18%	17%	29%	0%	29%
To increase exposure at colleges/universities outside of Northeast Ohio	9%	14%	0%	25%	29%
To develop a talent pipeline from outside of Northeast Ohio	6%	9%	14%	0%	57%
Do not currently hire interns	15%	23%	7%	50%	0%
Other	15%	0%	7%	0%	0%

**Other reasons organizations use interns**

- To give students the pre-program portfolio work they are required to do before applying to graduate programs
- Flexibility in work schedule allows for part-time work availability
- We believe in providing opportunities to students from the communities we serve and our intern program is an important part of demonstrating that commitment.
- To support the development of the workforce in our community
- To give candidates the opportunity to do meaningful work during the summer.
- Investment in developing/molding the talent prior to graduation

### Other reasons organizations use interns (*continued*)

- To tap into a skills gap within the organization
- Most people who work in the orchestra world stated as interns. It's an industry practice.
- Social worker interns to support student services

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

Figure 9 | All breakouts

	Percent
<b>All Organizations</b>	71%
<b>Industry</b>	
Manufacturing	68%
Non-Manufacturing	72%
Non-Profit	78%
<b>Organizational Size</b>	
1-50	72%
51-200	71%
201-500	71%
501-900	25%
Over 900	100%

## Types of benefits offered to interns

Figure 10 | All organizations

	All Organizations
Pay for or allow intern(s) to attend organization's social events	35%
No benefits offered to interns	31%
Rewards and recognition (e.g. gift cards, peer recognition)	25%
Pay for or allow intern(s) to attend networking events	23%
On-site perks (i.e. cafeteria, fitness center)	16%
Paid holidays	16%
Other	11%
Other external training opportunities	10%
Subsidized parking	7%
Performance incentives (e.g. cash bonuses)	6%
401(k)/403(b)	5%
Subsidized housing	5%
Credit towards benefits for time worked if hired after graduation	4%
Paid sick days/time off	4%
Bus pass or gas card	3%
Leaves of absence	3%
Tuition reimbursement	3%
Health insurance	2%
Pay for college credit(s)	2%

Figure 10a | Industry

	Manufacturing	Non-Manufacturing	Non-Profit
401(k)/403(b)	5%	0%	10%
Health insurance	0%	3%	0%
Bus pass or gas card	0%	0%	10%
Credit towards benefits for time worked if hired after graduation	2%	5%	0%
Leaves of absence	2%	3%	0%
On-site perks (i.e. cafeteria, fitness center)	14%	24%	0%
Paid holidays	16%	5%	20%
Paid sick days/time off	5%	0%	0%
Pay for or allow intern(s) to attend networking events	20%	21%	40%
Pay for or allow intern(s) to attend organization's social events	39%	32%	30%
Performance incentives (e.g. cash bonuses)	2%	11%	0%
Rewards and recognition (e.g. gift cards, peer recognition)	25%	32%	20%
Subsidized parking	5%	8%	10%
Subsidized housing	7%	3%	0%
Tuition reimbursement	0%	0%	0%
Other external training opportunities	5%	13%	20%
Pay for college credit(s)	2%	0%	0%
No benefits offered to interns	34%	26%	30%
Other	11%	16%	0%



**Figure 10b | Organizational size**

	1-50	51-200	201-500	501-900	Over 900
401(k)/403(b)	3%	3%	0%	0%	14%
Health insurance	0%	0%	7%	0%	0%
Bus pass or gas card	3%	0%	0%	0%	0%
Credit towards benefits for time worked if hired after graduation	6%	0%	0%	25%	0%
Leaves of absence	3%	3%	0%	0%	0%
On-site perks (i.e. cafeteria, fitness center)	15%	14%	14%	50%	14%
Paid holidays	12%	11%	14%	25%	14%
Paid sick days/time off	3%	0%	0%	25%	14%
Pay for or allow intern(s) to attend networking events	24%	17%	14%	0%	71%
Pay for or allow intern(s) to attend organization's social events	33%	29%	43%	25%	57%
Performance incentives (e.g. cash bonuses)	9%	6%	0%	0%	0%
Rewards and recognition (e.g. gift cards, peer recognition)	30%	23%	36%	25%	14%
Subsidized parking	9%	6%	7%	0%	0%
Subsidized housing	3%	3%	7%	0%	14%
Tuition reimbursement	0%	0%	0%	0%	0%
Other external training opportunities	12%	6%	14%	0%	14%
Pay for college credit(s)	0%	0%	0%	0%	14%
No benefits offered to interns	36%	31%	21%	50%	0%
Other	9%	14%	7%	0%	29%

**Other benefits provided to interns**

- Housing stipend
- We pay our interns
- Busy season meals
- Extensive training on tools they are otherwise not exposed to
- Interns who work more than 30 hours are offered the same benefits package as regular employees
- Concert tickets

## Sources used to recruit interns

Figure 11 | All organizations

	All Organizations
Building relationships with college/university career centers	52%
Job postings on college/university career center websites	50%
Internships	50%
Job postings on college graduate/intern focused job boards or websites	50%
Building relationships with college/university professors	50%
Alumni contacts with college/university	48%
Participation in college/university job fairs	37%
Faculty referrals	34%
Job postings on general or industry-specific job boards/websites	28%
Co-ops	27%
LinkedIn	24%
Other referrals (i.e. employees, customers, etc.)	23%
Job postings on OhioMeansJobs or OhioMeansInternships	21%
Vocational Schools	16%
Facebook	15%
High Schools	12%
Other sources	11%
NEOintern/NEO Talent Exchange	10%
Twitter	8%

Figure 11a | Industry

	Manufacturing	Non-Manufacturing	Non-Profit
Alumni contacts with college/university	48%	55%	30%
Building relationships with college/university professors	52%	50%	50%
Co-ops	34%	24%	0%
Faculty referrals	30%	37%	40%
Internships	55%	47%	20%
Job postings on college graduate/intern focused job boards or websites	50%	63%	30%
Job postings on college/university career center websites	61%	58%	20%
Job postings on OhioMeansJobs or OhioMeansInternships	27%	21%	0%
Job postings on general or industry-specific job boards/websites	30%	37%	10%
Participation in college/university job fairs	43%	39%	30%
Building relationships with college/university career centers	59%	50%	60%
Facebook	11%	11%	40%
LinkedIn	18%	34%	20%
Twitter	7%	8%	20%
NEOintern/NEO Talent Exchange	11%	8%	20%
High Schools	11%	11%	10%
Vocational Schools	16%	13%	10%
Other referrals (employees, customers, etc.)	23%	26%	20%
Other sources	9%	8%	30%

Figure 11b | Organizational size

	1-50	51-200	201-500	501-900	Over 900
Alumni contacts with college/university	52%	40%	71%	50%	29%
Building relationships with college/university professors	52%	49%	50%	50%	57%
Co-ops	15%	26%	36%	50%	43%
Faculty referrals	39%	31%	14%	25%	57%
Internships	36%	49%	57%	50%	71%
Job postings on college graduate/intern focused job boards or websites	55%	46%	57%	50%	86%
Job postings on college/university career center websites	52%	49%	71%	50%	86%
Job postings on OhioMeansJobs or OhioMeansInternships	18%	20%	36%	0%	29%
Job postings on general or industry-specific job boards/websites	33%	23%	36%	0%	57%
Participation in college/university job fairs	30%	40%	43%	50%	71%
Building relationships with college/university career centers	52%	51%	71%	50%	57%
Facebook	15%	14%	14%	0%	14%
LinkedIn	24%	26%	21%	25%	29%
Twitter	12%	3%	14%	0%	14%
NEOintern/NEO Talent Exchange	15%	6%	14%	0%	14%
High Schools	6%	11%	14%	0%	29%
Vocational Schools	15%	9%	21%	0%	29%
Other referrals (employees, customers, etc.)	24%	29%	14%	0%	29%
Other sources	12%	6%	14%	0%	29%

**Other sources used to recruit interns:**

- Summer on the Cuyahoga program. Youth Opportunities Unlimited program
- Internships.com
- Company website; Summer on the Cuyahoga Program
- Nordson Build scholarship program
- Craigslist
- Our website
- Diversity programs and client referrals
- Current interns are asked about the process at their school to inform students of internships/graduate jobs
- Our web page

## Sources used to recruit college graduates

Figure 12 | All organizations

	All Organizations
Job postings on college/university career center websites	52%
Building relationships with college/university career centers	45%
Alumni contacts with college/university	45%
Job postings on college graduate/intern focused job boards or websites	44%
Building relationships with college/university professors	39%
Participation in college/university job fairs	38%
Job postings on general or industry-specific job boards/websites	36%
Internships	36%
LinkedIn	28%
Faculty referrals	28%
Other referrals (employees, customers, etc.)	21%
Job postings on OhioMeansJobs or OhioMeansInternships	21%
Co-ops	18%
Vocational Schools	14%
Facebook	12%
Twitter	8%
Other sources	7%
High Schools	7%
NEOintern/NEO Talent Exchange	6%

Figure 12a | Industry

	Manufacturing	Non-Manufacturing	Non-Profit
Alumni contacts with college/university	45%	53%	30%
Building relationships with college/university professors	45%	42%	30%
Co-ops	23%	16%	0%
Faculty referrals	30%	32%	20%
Internships	41%	45%	10%
Job postings on college graduate/intern focused job boards or websites	52%	50%	20%
Job postings on college/university career center websites	64%	47%	30%
Job postings on OhioMeansJobs or OhioMeansInternships	30%	21%	0%
Job postings on general or industry-specific job boards/websites	34%	42%	30%
Participation in college/university job fairs	43%	47%	10%
Building relationships with college/university career centers	52%	47%	20%
Facebook	14%	8%	20%
LinkedIn	32%	32%	20%
Twitter	9%	8%	10%
NEOintern/NEO Talent Exchange	5%	5%	10%
High Schools	9%	8%	0%
Vocational Schools	11%	16%	10%
Other referrals (employees, customers, etc.)	23%	24%	10%
Other sources	7%	5%	20%

**Figure 12b | Organizational size**

	1-50	51-200	201-500	501-900	Over 900
Alumni contacts with college/university	48%	43%	57%	50%	29%
Building relationships with college/university professors	30%	51%	36%	50%	57%
Co-ops	6%	20%	21%	25%	43%
Faculty referrals	24%	31%	21%	25%	57%
Internships	27%	43%	36%	25%	86%
Job postings on college graduate/intern focused job boards or websites	39%	51%	57%	50%	57%
Job postings on college/university career center websites	42%	66%	57%	50%	43%
Job postings on OhioMeansJobs or OhioMeansInternships	18%	26%	29%	0%	29%
Job postings on general or industry-specific job boards/websites	42%	37%	36%	0%	43%
Participation in college/university job fairs	24%	54%	36%	25%	71%
Building relationships with college/university career centers	30%	57%	57%	25%	57%
Facebook	6%	14%	21%	0%	14%
LinkedIn	30%	31%	29%	25%	29%
Twitter	3%	11%	14%	0%	14%
NEOintern/NEO Talent Exchange	6%	6%	7%	0%	0%
High Schools	0%	11%	14%	0%	14%
Vocational Schools	18%	9%	14%	0%	14%
Other referrals (employees, customers, etc.)	15%	29%	21%	0%	29%
Other sources	9%	6%	7%	25%	0%

**Other sources used to recruit new graduates:**

- Word of mouth
- Business networks of staff
- Company website; professional associations
- Craigslist
- Postings through local agencies



## Majors or areas of study most important to employers when recruiting interns

Figure 13 | All organizations

All Organizations	
Engineering	46%
Business	42%
Information Technology/Computer Science	30%
Other	26%
Visual Communications/Design	16%
Liberal Arts/Humanities	13%
Public Affairs/Law	5%
Social Sciences	5%
Health/Human Services	4%
Hospitality/Culinary	1%

Figure 13a | Industry

	Manufacturing	Non-Manufacturing	Non-Profit
Business	39%	47%	40%
Hospitality/Culinary	2%	0%	0%
Public Affairs/Law	2%	5%	10%
Engineering	70%	34%	10%
Information Technology/Computer Science	32%	24%	30%
Social Sciences	0%	5%	20%
Health/Human Services	0%	8%	10%
Liberal Arts/Humanities	2%	16%	30%
Visual Communications/Design	9%	18%	30%
Other	11%	39%	30%

**Figure 13b | Organizational size**

	1-50	51-200	201-500	501-900	Over 900
Business	48%	37%	43%	0%	57%
Hospitality/Culinary	3%	0%	0%	0%	0%
Public Affairs/Law	9%	0%	7%	0%	14%
Engineering	36%	49%	71%	25%	71%
Information Technology/Computer Science	24%	26%	29%	50%	57%
Social Sciences	9%	3%	0%	0%	0%
Health/Human Services	9%	0%	0%	0%	14%
Liberal Arts/Humanities	21%	6%	0%	25%	0%
Visual Communications/Design	18%	11%	14%	25%	14%
Other	33%	26%	29%	0%	0%

**Other majors or areas of study most important to employers when recruiting interns**

- Public Relations,; Communications
- Construction Management; Civil Engineering
- Communications
- Health Information
- Accounting Major on CPA track
- Fine Art; Chemistry; Materials Science
- Marketing; Public Relations
- Public Relations
- Marketing
- Accounting; Marketing
- Journalism
- Chemistry; Materials Science; Metallurgical
- Accounting; Human Resources

### Other majors or areas of study (*continued*)

- Technical
- Aviation/Flight Training
- Finance
- Marketing; Non-Profit Administration; Arts Management
- Construction Management; Communications
- Human Resources
- Master's Level Social Worker; Clinical Mental Health Counselors

## Criteria used to hire interns

Figure 14 | All organizations

	All Organizations
Major	56%
Interpersonal/communication skills	54%
Professionalism	54%
Work ethic	52%
Academic year	49%
Work experience	48%
Prior internship/co-op experience	43%
Coursework	38%
Grade point average (GPA)	36%
Career goals	34%
Projects	34%
References	32%
Involvement in extra-curricular activities	26%
Competencies/prior learning	23%
College/university attended	22%
Location of college/university	22%
Business acumen	14%
Writing sample	11%
Assessment/testing	7%
e-Portfolios (electronic/online portfolio)	7%
Certifications	6%
Study abroad experience	0%

**Figure 14a | Industry**

	Manufacturing	Non-Manufacturing	Non-Profit
Academic year	57%	47%	40%
Assessment/testing	0%	18%	10%
Business acumen	14%	18%	10%
Career goals	32%	34%	30%
Certifications	5%	11%	0%
College/university attended	23%	26%	20%
Coursework	48%	34%	20%
Grade point average (GPA)	39%	34%	10%
Prior internship/co-op experience	50%	39%	30%
Interpersonal/communication skills	48%	55%	60%
Involvement in extra-curricular activities	30%	21%	20%
Location of college/university	27%	16%	40%
Major	61%	58%	40%
Professionalism	52%	61%	50%
Projects	32%	34%	20%
References	30%	39%	30%
Study abroad experience	0%	0%	0%
Work ethic	52%	55%	50%
Work experience	45%	58%	30%
Writing sample	7%	13%	20%
e-Portfolios (electronic/online portfolio)	5%	8%	10%
Competencies/prior learning	20%	26%	20%

**Figure 14b | Organizational size**

	1-50	51-200	201-500	501-900	Over 900
Academic year	48%	46%	50%	50%	86%
Assessment/testing	18%	0%	14%	0%	0%
Business acumen	21%	11%	14%	0%	14%
Career goals	39%	23%	43%	25%	29%
Certifications	6%	6%	0%	0%	29%
College/university attended	27%	20%	29%	0%	29%
Coursework	39%	34%	43%	25%	57%
Grade point average (GPA)	24%	29%	43%	50%	71%
Prior internship/co-op experience	33%	46%	57%	50%	43%
Interpersonal/communication skills	61%	43%	50%	50%	71%
Involvement in extra-curricular activities	27%	20%	36%	0%	43%
Location of college/university	21%	23%	36%	0%	29%
Major	58%	51%	57%	50%	86%
Professionalism	64%	43%	64%	50%	71%
Projects	33%	29%	21%	25%	57%
References	48%	23%	29%	25%	43%
Study abroad experience	0%	0%	0%	0%	0%
Work ethic	61%	46%	64%	25%	57%
Work experience	58%	37%	57%	50%	57%
Writing sample	21%	6%	7%	0%	0%
e-Portfolios (electronic/online portfolio)	9%	6%	7%	0%	0%
Competencies/prior learning	36%	17%	14%	0%	14%

## Other criteria used to hire interns

- Willingness to commit to working one academic year and weekend hours
- Our internships don't require any experience - we are mostly looking for employees who follow core values set within our company (trustworthiness, honesty, etc.).
- Self-sufficiency
- How they would work within our business setting
- Ability to fit in with project needs at time
- We consider the GPA as a combined factor with course load and outside activities-ability to balance priorities.
- Community Service/Philanthropic experience
- Attitude

## Criteria used to hire new college graduates

Figure 15 | All organizations

	All Organizations
Major	56%
Work experience	51%
Professionalism	50%
Prior internship/co-op experience	47%
Interpersonal/communication skills	47%
Work ethic	47%
Career goals	36%
References	36%
Projects	31%
Coursework	30%
Grade point average (GPA)	25%
Involvement in extra-curricular activities	22%
Certifications	21%
College/university attended	21%
Competencies/prior learning	21%
Business acumen	19%
Writing sample	15%
Assessment/testing	14%
Location of college/university	10%
e-Portfolios (electronic/online portfolio)	7%
Study abroad experience	2%



**Figure 15a | Industry**

	Manufacturing	Non-Manufacturing	Non-Profit
Assessment/testing	5%	29%	10%
Business acumen	14%	26%	10%
Career goals	36%	42%	40%
Certifications	11%	32%	20%
College/university attended	23%	24%	10%
Coursework	36%	29%	20%
Grade point average (GPA)	27%	34%	0%
Prior internship/co-op experience	50%	53%	30%
Interpersonal/communication skills	50%	50%	40%
Involvement in extra-curricular activities	30%	18%	10%
Location of college/university	16%	8%	0%
Major	61%	61%	30%
Professionalism	50%	63%	30%
Projects	36%	34%	20%
References	36%	45%	30%
Study abroad experience	0%	5%	0%
Work ethic	50%	53%	40%
Work experience	50%	63%	40%
Writing sample	11%	21%	20%
e-Portfolios (electronic/online portfolio)	7%	11%	0%
Competencies/prior learning	20%	26%	20%

**Figure 15b | Organizational size**

	1-50	51-200	201-500	501-900	Over 900
Assessment/testing	15%	17%	14%	25%	0%
Business acumen	12%	20%	14%	25%	43%
Career goals	27%	46%	50%	50%	29%
Certifications	24%	26%	7%	25%	14%
College/university attended	21%	26%	21%	0%	29%
Coursework	24%	31%	36%	50%	43%
Grade point average (GPA)	21%	20%	29%	50%	71%
Prior internship/co-op experience	36%	54%	57%	50%	57%
Interpersonal/communication skills	42%	51%	57%	50%	57%
Involvement in extra-curricular activities	18%	20%	43%	0%	43%
Location of college/university	3%	17%	7%	0%	29%
Major	55%	60%	57%	50%	71%
Professionalism	52%	51%	57%	75%	57%
Projects	27%	31%	36%	50%	57%
References	39%	43%	36%	25%	43%
Study abroad experience	3%	3%	0%	0%	0%
Work ethic	45%	54%	57%	25%	57%
Work experience	64%	49%	50%	50%	57%
Writing sample	21%	14%	21%	0%	0%
e-Portfolios (electronic/online portfolio)	9%	9%	7%	0%	0%
Competencies/prior learning	27%	23%	14%	0%	29%

**Other criteria used to hire new college graduates**

- Our careers don't require any experience - we are mostly looking for employees who follow core values set within our company (trustworthiness, honesty, etc.).
- Prior relevant experience

## Criteria used to determine new college graduate salaries

Figure 16 | All organizations

	All Organizations
Work experience	30%
Prior internship/co-op experience	20%
Major	20%
Certifications	15%
Professionalism	12%
Work ethic	12%
Interpersonal/communication skills	9%
Coursework	8%
College/university attended	7%
Projects	7%
Competencies/prior learning	7%
Business acumen	6%
Career goals	6%
References	6%
Assessment/testing	4%
Grade point average (GPA)	3%
Involvement in extra-curricular activities	3%
Location of college/university	3%
Writing sample	2%
e-Portfolios (electronic/online portfolio)	1%
Study abroad experience	0%

**Figure 16a | Industry**

	Manufacturing	Non-Manufacturing	Non-Profit
Assessment/testing	0%	11%	0%
Business acumen	5%	11%	0%
Career goals	5%	11%	0%
Certifications	9%	21%	20%
College/university attended	7%	8%	10%
Coursework	14%	5%	10%
Grade point average (GPA)	5%	3%	0%
Prior internship/co-op experience	23%	21%	0%
Interpersonal/communication skills	7%	16%	0%
Involvement in extra-curricular activities	2%	3%	0%
Location of college/university	5%	3%	0%
Major	30%	13%	10%
Professionalism	11%	16%	10%
Projects	9%	11%	0%
References	2%	11%	0%
Study abroad experience	0%	0%	0%
Work ethic	11%	16%	10%
Work experience	30%	37%	20%
Writing sample	0%	5%	0%
e-Portfolios (electronic/online portfolio)	2%	0%	0%
Competencies/prior learning	7%	13%	0%

**Figure 16b | Organizational size**

	1-50	51-200	201-500	501-900	Over 900
Assessment/testing	3%	6%	7%	0%	0%
Business acumen	6%	6%	7%	0%	14%
Career goals	3%	9%	7%	25%	0%
Certifications	27%	14%	7%	0%	0%
College/university attended	15%	9%	0%	0%	0%
Coursework	6%	14%	0%	25%	14%
Grade point average (GPA)	6%	0%	0%	25%	0%
Prior internship/co-op experience	18%	17%	29%	25%	29%
Interpersonal/communication skills	12%	9%	14%	25%	0%
Involvement in extra-curricular activities	3%	3%	7%	0%	0%
Location of college/university	0%	6%	7%	0%	0%
Major	15%	20%	29%	25%	43%
Professionalism	15%	14%	14%	25%	0%
Projects	3%	11%	7%	25%	14%
References	9%	6%	0%	25%	0%
Study abroad experience	0%	0%	0%	0%	0%
Work ethic	15%	17%	7%	25%	0%
Work experience	36%	26%	36%	25%	43%
Writing sample	6%	0%	0%	0%	0%
e-Portfolios (electronic/online portfolio)	0%	3%	0%	0%	0%
Competencies/prior learning	12%	11%	0%	0%	0%

### Other criteria used to determine salaries for new college graduates

- National/Regional Salary Data
- Benchmarking data
- Market salary - all new hires start at about or at same salary

### Other criteria used to determine salaries for new college graduates (*continued*)

- ERC Salary Survey data; Glassdoor; Salary.com
- Market rate based on region and input from university placement

### Average cut-off GPAs (if GPA is used as criteria) for hiring interns

Figure 17 | All breakouts

	Average
<b>All Organizations</b>	2.74
<b>Industry</b>	
Manufacturing	2.69
Non-Manufacturing	3.00
Non-Profit	3.00
<b>Organizational Size</b>	
1-50	2.80
51-200	3.14
201-500	2.57
501-900	3.00
Over 900	2.75

## Average cut-off GPAs (if GPA is used as criteria) for hiring new graduates

Figure 18 | All breakouts

	Average
<b>All Organizations</b>	2.94
<b>Industry</b>	
Manufacturing	2.80
Non-Manufacturing	3.17
Non-Profit	n/a
<b>Organizational Size</b>	
1-50	3.00
51-200	3.13
201-500	2.80
501-900	3.00
Over 900	2.67

## Organization's pay structure for interns

Figure 19| All organizations

All Organizations	
Hourly wage	78%
N/A ( <i>do not have interns on staff</i> )	15%
Do not pay interns	6%
Set stipend	1%
Annualized salary	0%
Other	0%

Figure 19a | Industry

	Manufacturing	Non-Manufacturing	Non-Profit
Annualized salary	0%	0%	0%
Hourly wage	86%	78%	50%
Set stipend	0%	3%	0%
Do not pay interns	0%	3%	20%
N/A ( <i>do not have interns on staff</i> )	14%	16%	30%
Other	0%	0%	0%

Figure 19b | Organizational size

	1-50	51-200	201-500	501-900	Over 900
Annualized salary	0%	0%	0%	0%	0%
Hourly wage	79%	73%	93%	50%	100%
Set stipend	0%	3%	0%	0%	0%
Do not pay interns	6%	3%	0%	0%	0%
N/A ( <i>do not have interns on staff</i> )	15%	21%	7%	50%	0%
Other	0%	0%	0%	0%	0%



**Organizations that recruit from the following colleges for interns**

**Figure 20 | All breakouts**

	2-year colleges (i.e. Tri-C, LCCC)	For-profit colleges (i.e. ITT-Tech, DeVry University)
<b>All Organizations</b>	34%	18%
<b>Industry</b>		
Manufacturing	43%	18%
Non-Manufacturing	29%	13%
Non-Profit	10%	10%
<b>Organizational Size</b>		
1-50	30%	15%
51-200	43%	26%
201-500	36%	7%
501-900	0%	0%
Over 900	29%	0%

## Organizations that recruit from the following colleges for recent graduates

Figure 21 | All breakouts

	2-year colleges (i.e. Tri-C, LCCC)	For-profit colleges (i.e. ITT-Tech, DeVry University)
<b>All Organizations</b>	27%	18%
<b>Industry</b>		
Manufacturing	36%	16%
Non-Manufacturing	24%	18%
Non-Profit	10%	20%
<b>Organizational Size</b>		
1-50	15%	12%
51-200	40%	29%
201-500	36%	14%
501-900	0%	0%
Over 900	29%	0%

## Academic year required for internships

Figure 22| All organizations

All Organizations	
Year 3	39%
No specific year	38%
Year 4	37%
Graduate	24%
Year 2	19%
Year 1	2%

Figure 22a | Industry

	Manufacturing	Non-Manufacturing	Non-Profit
No specific year	32%	42%	30%
Year 1	2%	3%	0%
Year 2	27%	13%	10%
Year 3	48%	39%	30%
Year 4	41%	37%	40%
Graduate	23%	32%	30%

Figure 22b | Organizational size

	1-50	51-200	201-500	501-900	Over 900
No specific year	42%	37%	36%	0%	29%
Year 1	3%	3%	0%	0%	0%
Year 2	9%	17%	29%	50%	43%
Year 3	39%	37%	50%	50%	57%
Year 4	39%	31%	43%	50%	57%
Graduate	30%	26%	14%	50%	29%

## Job levels for which organizations typically hire new graduates

Figure 23 | All organizations

All Organizations	
Entry-Level	79%
Mid-Level/Non-Supervisory	20%
Other	5%
Supervisor	0%
Manager	0%

Figure 23a | Industry

	Manufacturing	Non-Manufacturing	Non-Profit
Entry-Level	82%	84%	50%
Mid-Level/Non-Supervisory	18%	26%	20%
Supervisor	0%	0%	0%
Manager	0%	0%	0%
Other	2%	0%	10%

Figure 23b | Organizational size

	1-50	51-200	201-500	501-900	Over 900
Entry-Level	76%	83%	79%	75%	86%
Mid-Level/Non-Supervisory	27%	20%	14%	25%	14%
Supervisor	0%	0%	0%	0%	0%
Manager	0%	0%	0%	0%	0%
Other	3%	3%	0%	0%	0%

### Other job levels for which organizations hire new college graduates:

- Contractors
- Graduate Assistants
- Sales
- We don't typically hire new graduates.

### Organizations that provide interns with the following

Figure 24 | All organizations

	All Organizations
Regular feedback and coaching	71%
An orientation within the first week of employment	70%
Access to a mentor	55%
Performance evaluation	47%
Formal training	40%

Figure 24a | Industry

	Manufacturing	Non-Manufacturing	Non-Profit
An orientation within the first week of employment	75%	74%	60%
Access to a mentor	59%	61%	40%
Formal training	43%	45%	20%
Performance evaluation	45%	50%	50%
Regular feedback and coaching	73%	74%	70%

**Figure 24b | Organizational size**

	1-50	51-200	201-500	501-900	Over 900
An orientation within the first week of employment	76%	66%	93%	50%	71%
Access to a mentor	55%	54%	64%	50%	71%
Formal training	45%	37%	64%	50%	0%
Performance evaluation	55%	37%	50%	50%	71%
Regular feedback and coaching	85%	60%	93%	50%	57%

**Types of training and development opportunities provided to interns**

- Webinars; staff retreats
- Webinars; sector-based events
- We do not hire interns at this time, but if we would, all of the above would be received.
- Set up of tests schedule and testing format for product development; Data acquisition and data crunching
- Seminars, feedback from employees, all projects are reviewed
- Development training on different topics each semester
- Training related to the specific job tasks and trainings to receive their certification in Prevention if they are assigned to one of our signature programs.
- Depending on the job they are hired for. All interns are given some form of training.
- Working with a mentor
- First week includes orientation, new hire training on Firm, and by department specialization.
- We offer structured training (two weeks in length) for all interns and employees. They also work with our management and team leaders in developing their skills.
- On-the-job training; Lunch 'N Learns
- Accounting principles and software, professional etiquette, and professional development.
- Any onsite operations training are open to interns, and if an external training falls during their internship, they are sometimes able to participate.

## Types of training and development opportunities provided to interns (*continued*)

- All interns work with the owner to develop a sound understanding of the business and our objectives
- Each intern goes through a formal on-boarding experience. We send all new interns to an industry based training conference as well.
- Formalized Lean Six Sigma training and various professionalism presentations
- This would depend on intern and their interests. Usually they don't have time to pursue anything other than on-the-job training
- Mentoring and/or shadowing is primary source for training
- Professional development classes, attendances/speaker at technical conferences
- We provide safety training and specific training related to individual projects on the job.
- Safety; computer; job specific; on-the-job
- On the job training; e-learning training
- Seminars, internal trainings, coaching, participation in projects, personal development plans.
- Online courses, training sessions, time with knowledgeable coworkers
- They are able to take all programs offered through our BizLibrary subscription.
- Computer software
- OJT, paid membership to professional organizations, outside training (ex: green belt)
- Quality Training; Product Training
- Standard new hire onboarding, monthly internal lunch and learns, events through industry organizations
- Networking as well as an intern fair where they can present what they've been working on and what they're learning to the other employees and management
- Job task related training
- Web based training both technical and soft skills. Vender presentations, national and local conferences. Mentor program.
- Lunch and Learn presentations from our leadership. Our Interns participate in all of our summer training programs, in flight medical emergency, Flight Safety, etc.
- Training with the previous intern to transition tasks and projects.

### Types of training and development opportunities provided to interns (*continued*)

- On the job training, shadowing opportunities in varying departments
- Weekly supervision; licensure supervision; CEU's
- Our HR Intern is invited to attend CSHRM meetings

### Organizations that provide new graduates with the following

Figure 25 | All organizations

	All Organizations
Regular feedback and coaching	66%
An orientation within the first week of employment	65%
Performance evaluation	64%
Formal training	47%
Access to a mentor	46%

Figure 25a | Industry

	Manufacturing	Non-Manufacturing	Non-Profit
An orientation within the first week of employment	68%	76%	50%
Access to a mentor	45%	61%	20%
Formal training	52%	58%	0%
Performance evaluation	68%	71%	50%
Regular feedback and coaching	70%	79%	50%



**Figure 25b | Organizational size**

	1-50	51-200	201-500	501-900	Over 900
An orientation within the first week of employment	61%	80%	64%	75%	71%
Access to a mentor	36%	57%	43%	75%	57%
Formal training	36%	54%	57%	75%	57%
Performance evaluation	58%	77%	64%	75%	71%
Regular feedback and coaching	70%	77%	64%	75%	71%

**Types of training and development opportunities provided to new college graduates**

- Depends on the position. Could be computer training, systems training, sales training, training on assembly, etc.
- Webinars, staff retreats, conferences
- Access to sector-based memberships, webinars, conferences
- We provide a niche product, so all hands on training is provided to all employees. We fully support an employee's professional development in a case by case basis dependent on each employee's needs or wants.
- Set up of test schedule and testing format for product development; Data acquisition and Data crunching
- Depends on the position
- We train all our interns and employees the same.
- Leadership development
- First week includes orientation, new hire training on Firm, and by department specialization.
- We offer structured training (two weeks in length) for all interns and employees. They also work with our management and team leaders in developing their skills. Once a new graduate reaches the middle of our career progression, they undergo leadership development.
- On-the-job training; Lunch 'N Learns; Professional development classes and seminars at local colleges
- Accounting principles and software, professional etiquette, practice development, marketing overview, introduction to networking, and professional development training.
- Any onsite operations or professional development training is available to them; additionally they are regularly sent to off-site training for operations/systems.

### Types of training and development opportunities provided to new college graduates (*continued*)

- Varies depending on job/position
- Mentoring and/or shadowing is primary source for training
- Professional development classes, attendances/speaker at technical conferences
- We provide safety training and an individual development plan with specific technical and professional training goals.
- On the job training; e-learning training
- Seminars, internal trainings, coaching, participation in projects, personal development plans.
- Online courses, training sessions, time with knowledgeable coworkers, conferences, certification materials
- Primarily CLEs for attorneys and programs offered through our BizLibrary subscription.
- Solidworks training
- Depends on the position hired for. Sales/marketing, for example, has a full training program for product orientation, customer service, manufacturing overview, systems overview, etc.
- OJT, paid membership to professional organizations, outside training (ex: green belt)
- Standard new hire onboarding, monthly internal lunch and learns, events through industry organizations
- Varies by profession
- Job task related training, supervisory training, customer service training, presentation training.
- Web based training both technical and soft skills. Vender presentations, national and local conferences. Mentor program.
- On the job training, shadowing opportunities in varying departments, possible paid training conferences
- Weekly supervision; licensure supervision; CEU's

**Organizations that offer management in training programs for new college graduates**

**Figure 26 | All breakouts**

<b>All Organizations</b>	16%
<b>Industry</b>	
Manufacturing	13%
Non-Manufacturing	18%
Non-Profit	11%
<b>Organizational Size</b>	
1-50	10%
51-200	17%
201-500	17%
501-900	0%
Over 900	40%

## Responsibilities of interns' supervisors and mentors

### Responsibilities of supervisors

Figure 27 | All organizations

All Organizations	
Assigning or managing projects	74%
Administrative tasks (signing time sheet, scheduling, etc.)	70%
Evaluating performance	70%
Training or teaching new skills	70%
Providing feedback or coaching	68%
Ensuring that the internship is a learning experience	64%
Exposing intern to subject matter experts	61%
Communication with intern's college/university	46%
Other responsibilities	4%

Figure 27a | Industry

	Manufacturing	Non-Manufacturing	Non-Profit
Administrative tasks (signing time sheet, scheduling, etc.)	73%	76%	60%
Assigning or managing projects	75%	79%	70%
Ensuring that the internship is a learning experience	66%	68%	50%
Evaluating performance	73%	74%	60%
Exposing intern to subject matter experts	57%	71%	50%
Providing feedback or coaching	68%	76%	50%
Training or teaching new skills	68%	79%	60%
Communication with intern's college/university	41%	53%	40%
Other responsibilities	5%	5%	0%

**Figure 27b | Organizational size**

	1-50	51-200	201-500	501-900	Over 900
Administrative tasks (signing time sheet, scheduling, etc.)	79%	63%	86%	75%	71%
Assigning or managing projects	76%	69%	93%	75%	86%
Ensuring that the internship is a learning experience	58%	63%	93%	50%	71%
Evaluating performance	67%	69%	86%	75%	86%
Exposing intern to subject matter experts	67%	51%	79%	75%	57%
Providing feedback or coaching	70%	60%	93%	75%	71%
Training or teaching new skills	73%	66%	86%	75%	71%
Communication with intern's college/university	55%	46%	50%	25%	14%
Other responsibilities	6%	6%	0%	0%	0%

**Other supervisory responsibilities:**

- Recruiting, interviewing
- Make certain the intern has a meaningful experience that will enable them to add a significant credential to their resume
- Supervisors/Mentors are sometimes one in the same due to our size

## Responsibilities of mentors

Figure 28 | All organizations

All Organizations	
Providing feedback or coaching	45%
Ensuring that the internship is a learning experience	42%
Exposing intern to subject matter experts	38%
Training or teaching new skills	38%
Evaluating performance	21%
Assigning or managing projects	16%
Communication with intern's college/university	13%
Administrative tasks (signing time sheet, scheduling, etc.)	10%
Other responsibilities	4%

Figure 28a | Industry

	Manufacturing	Non-Manufacturing	Non-Profit
Administrative tasks (signing time sheet, scheduling, etc.)	5%	16%	20%
Assigning or managing projects	14%	21%	30%
Ensuring that the internship is a learning experience	34%	55%	50%
Evaluating performance	16%	29%	40%
Exposing intern to subject matter experts	41%	39%	40%
Providing feedback or coaching	41%	55%	50%
Training or teaching new skills	36%	53%	30%
Communication with intern's college/university	9%	21%	20%
Other responsibilities	2%	3%	20%

**Figure 28b | Organizational size**

	1-50	51-200	201-500	501-900	Over 900
Administrative tasks (signing time sheet, scheduling, etc.)	15%	11%	0%	0%	14%
Assigning or managing projects	27%	14%	7%	25%	14%
Ensuring that the internship is a learning experience	52%	43%	21%	25%	71%
Evaluating performance	33%	20%	7%	50%	14%
Exposing intern to subject matter experts	42%	34%	36%	50%	57%
Providing feedback or coaching	52%	46%	36%	25%	71%
Training or teaching new skills	48%	40%	21%	50%	57%
Communication with intern's college/university	21%	17%	7%	0%	0%
Other responsibilities	6%	3%	0%	25%	0%

**Other mentorship responsibilities:**

- Help to navigate the company culture
- Identify additional training needed by intern
- Making sure the employee is introduced to other coworkers and has someone to eat lunch with, etc.

**Average percent of time allotted to job duties (*intern only*)**

**Figure 29 | All organizations**

	Average %
Other	45%
Analytical/problem solving	34%
Project coordination/management	31%
Administrative or clerical duties	27%
Communications	17%

**Figure 29a | Industry**

	Manufacturing	Non-Manufacturing	Non-Profit
Administrative or clerical duties	27%	22%	28%
Analytical/problem solving	40%	35%	25%
Project coordination/management	32%	33%	29%
Communications	17%	19%	21%
Other	10%	65%	5%

**Figure 29b | Organizational size**

	1-50	51-200	201-500	501-900	Over 900
Administrative or clerical duties	28%	22%	31%	n/a	14%
Analytical/problem solving	31%	43%	26%	100%	44%
Project coordination/management	28%	32%	35%	100%	31%
Communications	20%	18%	17%	n/a	11%
Other	35%	49%	10%	n/a	100%



### Other intern duties:

- Our interns assist us with IT issues, reports
- Shadowing team, attending seminars
- Hands-on work
- Our Operations internships are fast-paced and identical in content to our entry-level employment positions. Communications, problem solving, and clerical tasks often take place simultaneously as they work with our customers and vendors.
- Attending meetings
- It completely varies on the role. High school students are 100% administrative; whereas operations interns (working with project engineers) are almost solely devoted to Project coordination and management.
- It would depend. Very difficult to quantify.
- Working with others
- The distribution depends on the type of intern. An Engineering intern is probably doing more problem-solving than a traditional business intern, who would be performing more administrative tasks.
- Research
- Hands on work activities
- Our programs lean more towards a co-op program and with each rotation each category time investment changes. We assess the associate's abilities first then define work able to work successfully complete and training needed.
- Time is spent with the other interns of cross discipline, (Community service participation, time in our retail stores, observation of flights)
- Whatever is most important that day
- Whatever might be needed! Could be concert assistant duty or helping with volunteers or backing up the operations staff.
- Direct clinical practice

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

Figure 30 | All organizations

All Organizations	
Ability/willingness to learn and develop	66%
Attitude	64%
Quality of work	64%
Communication	62%
Dependability	60%
Teamwork	60%
Problem solving	59%
Professionalism	59%
Productivity/efficiency	58%
Interpersonal skills	58%
Level or value of contributions	38%
Creativity/innovation	36%
Customer service	34%
Other	4%

**Figure 30a | Industry**

	<b>Manufacturing</b>	<b>Non-Manufacturing</b>	<b>Non-Profit</b>
Ability/willingness to learn and develop	64%	76%	60%
Attitude	59%	71%	60%
Communication	55%	71%	60%
Creativity/innovation	36%	42%	30%
Customer service	32%	34%	10%
Dependability	55%	68%	60%
Productivity/efficiency	57%	66%	30%
Interpersonal skills	52%	66%	50%
Level or value of contributions	34%	45%	30%
Problem solving	59%	61%	50%
Professionalism	50%	74%	50%
Quality of work	59%	74%	50%
Teamwork	55%	76%	50%
Other	0%	11%	0%

**Figure 30b | Organizational size**

	1-50	51-200	201-500	501-900	Over 900
Ability/willingness to learn and develop	79%	60%	79%	50%	57%
Attitude	76%	51%	79%	50%	57%
Communication	76%	49%	71%	25%	71%
Creativity/innovation	48%	31%	43%	0%	29%
Customer service	36%	26%	36%	25%	29%
Dependability	76%	49%	71%	50%	43%
Productivity/efficiency	61%	51%	71%	25%	71%
Interpersonal skills	70%	46%	71%	25%	57%
Level or value of contributions	48%	31%	50%	0%	29%
Problem solving	64%	51%	64%	50%	71%
Professionalism	73%	51%	64%	25%	57%
Quality of work	73%	54%	71%	50%	71%
Teamwork	73%	54%	64%	50%	71%
Other	3%	6%	0%	0%	14%

**Other aspects of performance assessed:**

- Initiative
- Technical ability
- Safety, continuous improvement
- Clinical skills

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

Figure 31 | All organizations

All Organizations	
What they feel they learned or did not learn	58%
Satisfaction with job duties	53%
How internship differed from expectations	51%
Where they think work processes could be improved	47%
Work they would have liked to do	45%
Opinions of supervisors and/or mentors	44%
Relevance to their major and/or career goals	41%
Understanding of expectations	40%
Other	4%

Figure 31a | Industry

	Manufacturing	Non-Manufacturing	Non-Profit
How internship differed from expectations	57%	55%	30%
Opinions of supervisors and/or mentors	45%	47%	30%
Satisfaction with job duties	55%	55%	50%
Understanding of expectations	36%	42%	60%
What they feel they learned or did not learn	64%	58%	50%
Where they think work processes could be improved	55%	45%	30%
Work they would have liked to do	50%	42%	40%
Relevance to their major and/or career goals	43%	45%	30%
Other	7%	0%	0%

**Figure 31b | Organizational size**

	1-50	51-200	201-500	501-900	Over 900
How internship differed from expectations	45%	46%	79%	50%	71%
Opinions of supervisors and/or mentors	39%	46%	50%	50%	43%
Satisfaction with job duties	52%	51%	64%	25%	86%
Understanding of expectations	45%	43%	43%	0%	29%
What they feel they learned or did not learn	64%	51%	71%	50%	71%
Where they think work processes could be improved	39%	51%	50%	50%	57%
Work they would have liked to do	33%	49%	64%	25%	57%
Relevance to their major and/or career goals	30%	43%	79%	25%	29%
Other	3%	3%	0%	25%	0%

**Other types of feedback gathered:**

- Intern does a presentation of the project assigned
- No exit interview
- If they had enough access to people and equipment resources
- What department would they like to be exposed to at the next rotation

## Methods organizations use to continue to engage interns

Figure 32 | All organizations

	All Organizations
Keep in contact with intern (via direct communication, social media, LinkedIn, etc.)	53%
Offer employment (if available)	51%
Recall/re-hire over multiple terms/years	40%
Communications with intern's college/university	24%
Hold intern alumni events	3%

Figure 32a | Industry

	Manufacturing	Non-Manufacturing	Non-Profit
Keep in contact with intern (via direct communication, social media, LinkedIn, etc.)	50%	63%	50%
Communications with intern's college/university	27%	29%	10%
Hold intern alumni events	2%	5%	0%
Recall/re-hire over multiple terms/years	48%	42%	20%
Offer employment (if available)	57%	55%	30%

Figure 32b | Organizational size

	1-50	51-200	201-500	501-900	Over 900
Keep in contact with intern (via direct communication, social media, LinkedIn, etc.)	58%	57%	50%	25%	57%
Communications with intern's college/university	18%	34%	29%	25%	14%
Hold intern alumni events	9%	0%	0%	0%	0%
Recall/re-hire over multiple terms/years	33%	43%	57%	50%	43%
Offer employment (if available)	45%	54%	64%	50%	71%

## Organizations that offered interns *full-time* employment

Figure 33 | All organizations

	All Organizations
Offered to some intern(s)	67%
Offered to all intern(s)	28%
Not offered to any intern(s)	8%

Figure 33a | Industry

	Manufacturing	Non-Manufacturing	Non-Profit
Offered to all intern(s)	27%	31%	0%
Offered to some intern(s)	82%	68%	25%
Not offered to any intern(s)	0%	0%	0%

Figure 33b | Organizational size

	1-50	51-200	201-500	501-900	Over 900
Offered to all intern(s)	17%	30%	17%	0%	67%
Offered to some intern(s)	54%	73%	83%	67%	100%
Not offered to any intern(s)	0%	0%	0%	0%	0%



## Organizations that offered interns *part-time* employment

Figure 34 | All organizations

	All Organizations
Offered to all intern(s)	14%
Offered to some intern(s)	14%
Not offered to any intern(s)	13%

Figure 34a | Industry

	Manufacturing	Non-Manufacturing	Non-Profit
Offered to all intern(s)	7%	23%	0%
Offered to some intern(s)	3%	16%	25%
Not offered to any intern(s)	18%	17%	0%

Figure 34b | Organizational size

	1-50	51-200	201-500	501-900	Over 900
Offered to all intern(s)	8%	20%	0%	0%	33%
Offered to some intern(s)	19%	12%	0%	0%	0%
Not offered to any intern(s)	0%	25%	33%	0%	0%

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

Figure 35 | All organizations

	All Organizations
No positions open	50%
Intern had not graduated	27%
Intern performance was poor	21%
Intern was not ready to take on a permanent position	18%
Other	6%

Figure 35a | Industry

	Manufacturing	Non-Manufacturing	Non-Profit
No positions open	52%	53%	80%
Intern had not graduated	32%	29%	20%
Intern was not ready to take on a permanent position	16%	24%	30%
Intern performance was poor	30%	18%	30%
Other	2%	5%	20%

Figure 35b | Organizational size

	1-50	51-200	201-500	501-900	Over 900
No positions open	67%	51%	50%	25%	57%
Intern had not graduated	24%	37%	14%	25%	43%
Intern was not ready to take on a permanent position	27%	14%	21%	0%	29%
Intern performance was poor	18%	26%	14%	50%	57%
Other	3%	9%	0%	0%	14%

**Other reasons organizations did not offer employment to any or some interns:**

- Few to no entry level opportunity at company. No management training program
- Open positions were more specialized and thus required experienced hires.
- Intern must have completed 150 hours of college credit prior to hire date.
- We are a very small organization without much turnover so there are rarely openings
- If a co-op continues with us through their program they are always hired. We have also hired interns to work part-time during school.

## Ratio of offers made to offers accepted by interns by organizations

Figure 36 | All organizations

	Count
1:1	20
2:1	6
2:2	4
3:3	3
5:4	3
1:0	1
5:3	1
6:5	1
7:6	1
7:7	1
10:1	1
10:5	1
10:8	1
15:2	1
16:14	1

## Types of reimbursements organizations obtained for internships

Figure 37 | All organizations

All Organizations	
Ohio Third Frontier Reimbursement	8%
Reimbursement Through College or University Grant Program	8%
Entrepreneurial Reimbursement *	4%
Ohio Means Internships and Coops – OMIC	3%
Foundation Reimbursement	2%
Summer on the Cuyahoga	1%
Other	1%

Figure 37a | Industry

	Manufacturing	Non-Manufacturing	Non-Profit
Ohio Third Frontier Reimbursement	16%	5%	0%
Entrepreneurial Reimbursement *	5%	3%	0%
Summer on the Cuyahoga	2%	0%	0%
Foundation Reimbursement	0%	3%	10%
Ohio Means Internships and Coops – OMIC	2%	5%	0%
Reimbursement Through College or University Grant Program	16%	5%	0%
Other	2%	0%	0%

**Figure 37b | Organizational size**

	1-50	51-200	201-500	501-900	Over 900
Ohio Third Frontier Reimbursement	3%	0%	43%	25%	14%
Entrepreneurial Reimbursement *	3%	3%	7%	0%	0%
Summer on the Cuyahoga	0%	0%	7%	0%	0%
Foundation Reimbursement	6%	0%	0%	0%	0%
Ohio Means Internships and Coops – OMIC	0%	3%	7%	0%	14%
Reimbursement Through College or University Grant Program	9%	9%	7%	25%	14%
Other	3%	0%	0%	0%	0%

\*Such as the NOCHE Entrepreneurial Internship Program

**Other type of reimbursement organizations obtained for internships**

- Support through MAGNET

**Average percent of organizations’ entry-level positions that come from new graduates**

**Figure 38 | All breakouts**

	Average %
<b>All Organizations</b>	50%
<b>Industry</b>	
Manufacturing	53%
Non-Manufacturing	52%
Non-Profit	28%
<b>Organizational Size</b>	
1-50	47%
51-200	48%
201-500	58%
501-900	50%
Over 900	70%

**Average percent of new college graduates hired in 2015 and so far in 2016 have interned previously with the organization**

**Figure 39 | All breakouts**

	Average %
<b>All Organizations</b>	60%
<b>Industry</b>	
Manufacturing	54%
Non-Manufacturing	72%
Non-Profit	49%
<b>Organizational Size</b>	
1-50	62%
51-200	55%
201-500	80%
501-900	30%
Over 900	64%

**Average percent of new college graduates hired in 2015 and so far in 2016 that have interned elsewhere previously, not at the organization in which they were hired**

**Figure 40 | All breakouts**

	Average %
<b>All Organizations</b>	60%
<b>Industry</b>	
Manufacturing	53%
Non-Manufacturing	67%
Non-Profit	75%
<b>Organizational Size</b>	
1-50	75%
51-200	51%
201-500	80%
501-900	20%
Over 900	35%

**Organizations that provide signing bonuses to recent graduates**

**Figure 41 | All breakouts**

	<b>Average %</b>
<b>All Organizations</b>	65%
<b>Industry</b>	
Manufacturing	59%
Non-Manufacturing	66%
Non-Profit	86%
<b>Organizational Size</b>	
1-50	64%
51-200	66%
201-500	70%
501-900	75%
Over 900	50%



## Ways organizations determine the return on investment of internship program

- We do not measure it formally.
- Time spent managing versus time saved having the intern work on a project.
- None
- Our ability to implement and provide programs and services.
- Cost benefit analysis/formula
- Just starting to hire interns...info not available yet.
- Effectiveness of projects completed
- Number of projects completed; Reputation of organization as it relates to number of future referrals
- Quality of work on projects
- Conversion rate, quality of intern projects
- We do not track this.
- I do not look at hiring an intern in these terms. I look at it as giving that person a glimpse within our work environment that might help them to better determine what they might want to do. We talk about business and life issues that might influence their future. We give our interns tasks that might not have a known outcome but I want them to tackle the assignment with as much energy as possible. In our entrepreneurial environment, the task they were given might lead to a dead-end. I want to see how they react in that situation and/or figure out a way to consider another direction to go. I encourage them to meet with me when they sense the dead-end so we can develop a new course of action. If they are successful, they get the primary credit for their efforts and will be so acknowledged to our customers.
- Our commitment is really to our member communities and our internship program is one of the many benefits of NOPEC membership we offer. We do look at the volume of work produced to determine whether we've had a good or bad year in terms of ROI overall but basically it is a very subjective determination.
- ROI is determined by how much the intern puts into the project
- We assess the results achieved in terms of whether the project goals were completed. Since we are focused on R&D, we also look at contributions to inventions.
- Rate of FTE conversion

### Ways organizations determine the return on investment of internship program *(continued)*

- We observe a better quality of applicants and improved retention with interns who have transitioned to full-time employees. Employees who have interned with us are twice as likely to remain with the organization for 3 or more years when hired full-time after graduation.
- Ability to increase workload/complete projects and ability to hire interns if positions are available.
- We ask for feedback from employees
- We don't have a formal ROI at present.
- Number of projects completed
- Not a formal ROI
- We gauge it based on projects completed.
- Does not do a cost benefit. Part of a community support.

## Colleges or universities from which your organization has hired interns or recent graduates in the last 12 months

Figure 42| All organizations

Name of College/University	Count
University of Akron	22
Kent State University	17
Other	17
Cleveland State University	15
Case Western Reserve University	11
Ohio University	8
Ohio State University	7
Baldwin Wallace University	7
John Carroll University	6
University of Toledo	5
Cuyahoga Community College	4
Miami University of Ohio	3
Bowling Green State University	3
University of Dayton	3
Walsh University	2
University of Cincinnati	2
Notre Dame College	2
Ferris State University	2
Lorain County Community College	2
Ashland University	2
University of Mount Union	2
Purdue University	2

**Other colleges/universities listed include:**

Auburn Career Center; Carnegie Mellon University; Edinboro University of Pennsylvania; Georgia Southern University; George Washington University; Iowa State University; ITT Technical Institute; Lake Erie College; Malone University; Ohio Northern University; Oklahoma State University; Pennsylvania College of Technology; Saint Mary's College, Notre Dame; Stark State College; University of Michigan; University of Missouri; Vanderbilt University

# Benefits of Using Interns & New Graduates

*Organizations were asked to state the primary benefit that using interns and new graduates has had on their organization. A thematic analysis was conducted on the responses and yielded five common advantages that interns and new graduates provide. Many of them were consistent with the findings in the 2015 survey.*

## **Talent pipeline development**

Employing interns and new college graduates gives organizations a unique experience of “testing out” the skills and abilities of new talent prior to offering full-time positions. Having access to such a talent pool is highly beneficial for recruitment efforts, especially in situations of ongoing organizational growth. Organizations say that the benefits of employing an intern and/or new graduate include the ability to:

- Hire local students who want to stay in the area
- Hire qualified employees who are open to entry-level responsibility
- Review work, work-ethic, and capabilities – prior to hiring
- Hire on a part time basis due to flexibility of intern schedules
- Identify special candidates in the engineering fields

## **Diversity in ideas and perspectives**

Many employers note that interns and new graduates infuse organizations with enthusiasm, young energy, and plenty of fresh ideas and perspectives. Employers seem to be very receptive to the diversity in viewpoints and solutions that new graduates and interns can provide. Organizations say that benefits of employing an intern and/or recent graduate include the ability to:

- Bring in special skills
- Incorporate new ideas and concepts
- Have new ways to look at things
- Bring in effective and efficient ideas
- Find new perspective to operations/processes
- Expand our workforce into the millennial generation, which has the benefit of gaining a different perspective on the work being done

### **Staff and project support**

Workforce support is another primary benefit of employing interns and new college graduates. Employers recognize the good work ethic and subsequent good work products of interns and new graduates. Interns are particularly beneficial to employers, as they provide affordable assistance on special projects and to staff with heavy workloads. Organizations say that the benefits of employing an intern and/or recent graduate include their ability to:

- Provide needed assistance to staff, especially during busy season
- Work on projects had been delayed
- Help with work load on projects
- Assist with large administrative projects
- Help research projects
- Help on special projects and daily tasks

### **Mentoring and career development opportunities**

Hiring interns and recent graduates creates a unique opportunity for mutual benefit to both the new employee and the employer. Organizations have the ability to train and “mold” new talent to ensure organizational fit. Meanwhile, young professionals benefit from career development and mentoring while working in the “real world.” Specifically, organizations say that benefits of employing an intern and/or recent graduate include their ability to:

- Be molded in their new role
- Share information they’ve learned throughout their education
- Learn everything offered by an employer
- Provide mentoring opportunity for mid-level management
- Be mentored and to grow in the workplace and gain experience in the real world
- Be groomed at the start of their career and be transformed into future leaders of our organization

### **New technological knowledge**

A number of organizations mentioned intern and recent graduates’ familiarity with and knowledge of new technology as a primary benefit. This talent is able to share ideas on cutting-edge technological trends, and even assist the growth of organizations through the use of social media.

# Intern Pay Rates

## Accounting/Finance Intern

### Types of projects or assignments

	Percent
Accounting	84%
Accounts payable or receivable	37%
Auditing	32%
Billing	21%
Financial analysis and reporting	53%
Insurance	5%
Tax	11%

Other types of projects or assignments: Healthcare Cost Reports

### Pay Rates

Industry	Paid Internships		Unpaid Internships		25 <sup>th</sup> Percentile	Median	75 <sup>th</sup> Percentile	Average
	Number of Employers	Number of Interns	Number of Employers	Number of Interns				
Manufacturing	7	21	0	0	\$12.00	\$12.24	\$14.00	\$13.03
Non-Manufacturing	10	31	1	1	\$12.50	\$14.50	\$16.50	\$14.78
<b>Total*</b>	<b>18</b>	<b>53</b>	<b>1</b>	<b>1</b>	<b>\$12.00</b>	<b>\$13.50</b>	<b>\$15.00</b>	<b>\$13.83</b>

\* Industry breakouts may not sum to totals as not all participants could be identified for purposes of industry classification.

## Engineering Intern

### Types of projects or assignments

	Percent
Application	15%
Bio-engineering	15%
Chemical	13%
Civil	8%
Computer software	26%
Design/drafting	23%
Electrical	23%
Industrial	31%
Mechanical	51%
Systems	5%

**Other types of projects or assignments:** Byproduct recycling; Aerospace and physiological; Process Engineering; Manufacturing

### Pay Rates

Industry	Paid Internships		Unpaid Internships		25 <sup>th</sup> Percentile	Median	75 <sup>th</sup> Percentile	Average
	Number of Employers	Number of Interns	Number of Employers	Number of Interns				
Manufacturing	23	157	0	0	\$14.75	\$16.00	\$17.25	\$15.93
Non-Manufacturing	10	27	1	15	\$15.25	\$16.50	\$18.00	\$16.30
<b>Total</b>	<b>33</b>	<b>184</b>	<b>1</b>	<b>15</b>	<b>\$15.00</b>	<b>\$16.00</b>	<b>\$17.50</b>	<b>\$16.05</b>



## Human Resources Intern

### Types of projects or assignments

	Percent
Benefits	63%
Administration (policies, job descriptions, document management)	60%
Compensation management	10%
Employee relations program coordination	10%
Payroll administration	20%
Performance management	30%
Recruiting	50%
Training and development	30%
Wellness	30%

**Other types of projects or assignments:** Clerical; Special projects such as managing our electronic communications boards, affirmative action plan updates, government reporting

### Pay Rates

Industry	Paid Internships		Unpaid Internships		25 <sup>th</sup> Percentile	Median	75 <sup>th</sup> Percentile	Average
	Number of Employers	Number of Interns	Number of Employers	Number of Interns				
Manufacturing	6	9	0	0	\$11.25	\$12.00	\$15.00	\$12.83
<b>Total*</b>	<b>8</b>	<b>12</b>	<b>0</b>	<b>0</b>	<b>\$11.75</b>	<b>\$13.00</b>	<b>\$15.25</b>	<b>\$13.25</b>

\* Industry breakouts may not sum to totals as not all participants could be identified for purposes of industry classification.

## Information Technology Intern

### Types of projects or assignments

	Percent
Application development	36%
Database development or management	21%
Help desk support	29%
Network administration or maintenance	39%
Programming	25%
Project management	18%
Security	7%
Software development	7%
Web administration	14%
Web development	7%

Other types of projects or assignments: *None identified.*

### Pay Rates

Industry	Paid Internships		Unpaid Internships		25 <sup>th</sup> Percentile	Median	75 <sup>th</sup> Percentile	Average
	Number of Employers	Number of Interns	Number of Employers	Number of Interns				
Manufacturing	6	21	0	0	\$13.13	\$15.00	\$15.75	\$14.58
Non-Manufacturing	7	9	1	1	\$13.00	\$14.00	\$15.00	\$13.39
<b>Total</b>	<b>13</b>	<b>30</b>	<b>1</b>	<b>1</b>	<b>\$13.00</b>	<b>\$15.00</b>	<b>\$15.00</b>	<b>\$13.94</b>

## Marketing/Communications Intern

### Types of projects or assignments

	Percent
Advertising	37%
Graphic design	38%
Market research	51%
Mass communication/ mailing lists	22%
Media design of video or audio	24%
Product management	14%
Program and event coordination	24%
Promotional materials	35%
Public relations/press releases	19%
Reporting/editing	16%
Social networking/social media	46%
Web content or administration	27%

### Other types of projects or assignments:

### Pay Rates

Industry	Paid Internships		Unpaid Internships		25 <sup>th</sup> Percentile	Median	75 <sup>th</sup> Percentile	Average
	Number of Employers	Number of Interns	Number of Employers	Number of Interns				
Manufacturing	9	24	2	17	\$12.00**	\$12.00**	\$15.00	\$13.00
Non-Manufacturing	14	21	2	12	\$10.00	\$12.00	\$14.75	\$12.59
<b>Total</b>	<b>23</b>	<b>45</b>	<b>4</b>	<b>29</b>	<b>\$10.50</b>	<b>\$12.00</b>	<b>\$15.00</b>	<b>\$12.75</b>

\*\*The same values reported for 25<sup>th</sup> percentile and median are due to multiple employers paying the same pay rate.

## Operations Intern

### Types of projects or assignments

	Percent
Business analysis	27%
Logistics	25%
Office management	13%
Process improvement	13%
Project management	31%
Purchasing	25%
Supply chain management	13%

**Other types of projects or assignments:** Customer service operations; verification system; administrative work

### Pay Rates

Industry	Paid Internships		Unpaid Internships		25 <sup>th</sup> Percentile	Median	75 <sup>th</sup> Percentile	Average
	Number of Employers	Number of Interns	Number of Employers	Number of Interns				
Manufacturing	4	23	2	17	n/a	n/a	n/a	\$12.50
Non-Manufacturing	8	33	0	0	\$10.00	\$12.50	\$14.25	\$12.63
<b>Total*</b>	<b>12</b>	<b>56</b>	<b>3</b>	<b>18</b>	<b>\$10.00</b>	<b>\$12.50</b>	<b>\$14.25</b>	<b>\$12.58</b>

\* Industry breakouts may not sum to totals as not all participants could be identified for purposes of industry classification.

## Research Intern (Non-Scientific)

### Types of projects or assignments

	Percent
Data collection and analysis	75%
Economic or policy research	25%
Social science research	25%
Quality control and testing	0%

Other types of projects or assignments: *None specified.*

### Pay Rates

Industry	Paid Internships		Unpaid Internships		25 <sup>th</sup> Percentile	Median	75 <sup>th</sup> Percentile	Average
	Number of Employers	Number of Interns	Number of Employers	Number of Interns				
Non-Manufacturing	3	4	0	0	n/a	n/a	n/a	\$10.92
<b>Total*</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>n/a</b>	<b>n/a</b>	<b>n/a</b>	<b>\$10.92</b>

\* Industry breakouts may not sum to totals as not all participants could be identified for purposes of industry classification.

## Research Intern (Scientific)

### Types of projects or assignments

	Percent
Data collection and analysis	75%
Scientific laboratory research	50%
Quality control and testing	50%

Other types of projects or assignments: *None specified.*

### Pay Rates

Industry	Paid Internships		Unpaid Internships		25 <sup>th</sup> Percentile	Median	75 <sup>th</sup> Percentile	Average
	Number of Employers	Number of Interns	Number of Employers	Number of Interns				
Manufacturing	3	4	0	0	n/a	n/a	n/a	\$15.67
<b>Total</b>	<b>3</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>n/a</b>	<b>n/a</b>	<b>n/a</b>	<b>\$15.67</b>

## Sales/Customer Service Intern

### Types of projects or assignments

	Percent
Account management	17%
Administrative/clerical work	10%
Business development	10%
Customer intake	30%
Customer database administration	20%
Customer service	30%
Inside sales	20%
Outside sales	10%

**Other types of projects or assignments:** Development of IT opportunities

### Pay Rates

Industry	Paid Internships		Unpaid Internships		25 <sup>th</sup> Percentile	Median	75 <sup>th</sup> Percentile	Average
	Number of Employers	Number of Interns	Number of Employers	Number of Interns				
Manufacturing	5	19	1	2	\$14.00	\$15.00**	\$15.00**	\$14.20
<b>Total</b>	<b>5</b>	<b>19</b>	<b>1</b>	<b>2</b>	<b>\$14.00</b>	<b>\$15.00**</b>	<b>\$15.00**</b>	<b>\$14.20</b>

\*\*The same values reported for the median and 75<sup>th</sup> percentile are due to multiple employers paying the same pay rate.

# Recent Graduate Pay

The following is a summary starting salaries reported by respondents for common college degrees.

Data are not reported for any degree for which fewer than three employers submitted salary data.

Degree Obtained	Number of Employers	Number of Grads Hired	25 <sup>th</sup> Percentile	Median	75 <sup>th</sup> Percentile	Average
Associates, Business/Marketing	6	6	\$30,250	\$30,250	\$30,250	\$33,000
Bachelors, Accounting	5	6	\$37,000	\$37,000	\$37,000	\$43,300
Bachelors, Business Administration	5	8	\$34,000	\$34,000	\$34,000	\$42,220
Bachelors, Communications	3	5	n/a	n/a	n/a	\$31,333
Bachelors, Computer Science	4	19	n/a	n/a	n/a	\$59,000
Bachelors, Engineering	23	138	\$51,625	\$51,625	\$51,625	\$56,363
Bachelors, Information Technology	6	6	\$32,750	\$32,750	\$32,750	\$43,000
Bachelors, Logistics/Operations	4	5	n/a	n/a	n/a	\$41,250
Bachelors, Marketing	6	6	\$31,750	\$31,750	\$31,750	\$35,500
Bachelors, Other Liber Arts	4	5	n/a	n/a	n/a	\$39,000



# Job Titles by College Degree

The following is a listing of job titles reported by respondents for common college degrees.

Degree Obtained	Job titles reported by respondents
<b>Associates, Business/Marketing</b>	Customer Service Representative; Accounting Clerk; Project Management Trainee; Human Resources Representative; Marketing Associate
<b>Associates, Information Technology</b>	Help Desk Technician; IT Assistant
<b>Bachelors, Accounting</b>	Staff Accountant; Financial Analyst; Accounting Associate
<b>Bachelors, Business Administration</b>	Sales Representative; Staff Accountant; Assistant Logistics Coordinator; Assistant Truckload Coordinator; Human Resources Coordinator; Buyer
<b>Bachelors, Communications</b>	Assistant Account Executive; Marketing Associate; Community Outreach Coordinator
<b>Bachelors, Computer Science</b>	Software Developer; Software Engineer; Application Developer
<b>Bachelors, Engineering</b>	Applications Engineer; Planner; Engineer; Project Engineer; Engineering/Technical Sales Trainee; Process/Product Engineer; Research Engineer; Systems Engineer; Software Engineer; Design Engineer; Process Engineering Technician; Product Development Engineer; Mechanical Engineer, Jr.
<b>Bachelors, Information Technology</b>	Logistics Analyst; Associate Programmer Analyst; Database Engineer/Systems Engineer
<b>Bachelors, Logistics/Operations</b>	Buyer; Planner
<b>Bachelors, Marketing</b>	Marketing Associate; Marketing Assistant; Marketing Coordinator; Account Coordinator
<b>Bachelors, Other Liberal Arts</b>	Assistant Logistics Analyst; Assistant Logistics Coordinator; Processing; HR Assistant; Federal Compliance Assistant;

# Respondent Demographics

One-hundred and seven (107) organizations in Northeast Ohio participated in the survey; a breakdown of the industries and sizes they represent is provided below.

	Percent
<b>Industry</b>	
Manufacturing	48%
Non-Manufacturing	41%
Non-Profit	11%
<b>Organizational Size</b>	
1-50	35%
51-200	38%
201-500	15%
501-900	4%
Over 900	8%

# Participating Organizations

Ametek  
ARaymond Tinnerman  
Bay Corporation  
Bettcher Industries, Inc.  
CAD Audio  
Case Western Reserve University  
Cleveland Clinic  
Congregation of St. Joseph  
Cornerstone Capital Advisors  
Cuyahoga Arts & Culture  
Dix & Eaton  
Dolbey Systems, Inc.  
Donley's  
Duramax Marine LLC  
Eastern Lake County Chamber of Commerce  
EGC Enterprises  
Empaco Equipment Corporation  
Energy Focus Inc.  
ESPN Cleveland  
Excelas, LLC  
FirstEnergy  
Five Lakes Professional Services  
Forest City  
Foundation Software  
From Me 2 U, Inc.  
Graco Ohio, Inc.  
Greater Cleveland Food Bank  
Haltec Corporation  
HP Manufacturing  
HW&Co.  
The Hygenic Corporation  
ICA - Art Conservation  
ID Images  
ImageIQ, Inc.

IMS Company  
Jarrett Logistics Systems  
JumpStart Inc.  
KLEIDON & ASSOCIATES INC  
Lanly Company  
Lincoln Electric  
Lumitex, Inc.  
Majestic Steel USA  
Maloney + Novotny LLC  
Marous Brothers Construction  
MB Dynamics, Inc.  
Meister Media Worldwide  
Metal Alloy Reclaimers, Inc.  
Meyer Products  
Mom's Gourmet  
National Center of Safety Initiatives  
Noble-Davis Consulting  
NOPEC  
Nordson Corporation  
NSL Analytical  
One Health Organization  
Orbital Research Inc.  
PCC Airfoils, LLC  
Pentair  
PolymerPlus LLC  
Preformed Line Products  
Promerus, LLC  
Quaker Manufacturing Corporation  
Robin Industries, Inc.  
RoviSys  
RW Beckett Corporation  
Sanctuary Software Studio, Inc.  
Schneller LLC

SmithFoods, Inc.  
Software Answers, Inc.  
Solon Specialty Wire  
SPACES  
State and Federal Communications, Inc.  
Superior Roll Forming  
Talan Products Inc.  
Tangent Company LLC  
Tap Packaging Solutions  
Tarkett USA, Inc.  
Terves, Inc.

Thompson Hine LLP  
Transfer Express  
Tylok International, Inc.  
Union Home Mortgage  
United Initiators  
US Endoscopy  
Waltco Lift Corp.  
Whirlaway Corporation  
The Will-Burt Company

# 2016 ERC/NOCHE Intern & Recent Graduate Pay Rates & Practices Survey

Conducted by ERC

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