

Serve IT Intern Handbook



Revised April, 2013

Our Mission:

Serve IT exists to serve local nonprofit organizations with a wide range of technological services provided by a staff of students, faculty and employees dedicated to furthering the missions of these organizations. Based in and operated by the School of Informatics and Computing, Serve IT takes a multidisciplinary approach that incorporates service learning into technology-related projects of benefit to the local nonprofit community.

Benefits for Interns:

Having the opportunity to work with Serve IT is an unique experience that cannot be found anywhere else in the IUB community. Some of the benefits for the interns include:

- Access to the Serve IT Clinic space
- Access to real-world professional “coaches” who can help you solve problems
- Real-world learning opportunities that directly translate into jobs
- Satisfaction and pride in giving back to and making a direct impact on the community
- For Informatics interns, the opportunity to complete Capstone requirement by taking 6 hours of further I491 after working an initial 3 credit hours of I391.
- Potential to be paid after the initial 3 credit hours of internship credit

Interns may also gain experience in areas such as:

- Project management
- Client interaction
- Consulting
- Needs assessment
- Strategic planning
- Social media and marketing
- Graphic design
- Website design and development
- Information systems development
- Nonprofit management

Why is Serve IT important?**Who are the clients:**

The clients of Serve IT are nonprofit organizations who are within the greater Monroe County community. The nonprofits must also be a registered 501(c)3, or a school or government program.

Why they need help:

These nonprofits need the services that Serve IT provides because of their lack of IT resources and limited access to staff members with expertise in the IT field. Like most nonprofits, the

organizations put the vast majority of their funding right back into the programs and services that they provide. This leaves little or no money for necessary IT resources that they need to help further their mission. Most individuals who work in the nonprofit field have a skill set that is focused on providing vital services to area residents, not on technical abilities. Very few nonprofits have dedicated IT personnel on staff due to budgetary realities. In fact, many nonprofit staffers have very limited knowledge of basic IT tools such as Microsoft Office.

Structure of the Clinic

A. Clinic Director - Matt Hottell

Office: Informatics West 120A

Office Phone: 812.856.1096

Email: mhottell@indiana.edu

Matt is a Senior Lecturer in Informatics and is responsible for daily operations as well as the academic side of the clinic. Matt has been teaching at IU for over 10 years and also teaches the Informatics Capstone course for undergraduates and manages all Informatics and Computer Science internships.

B. 2-3 Graduate Student Assistants

Brittany Arnett, blarnett@indiana.edu, (Informatics) 757.817.7844

Lesley Lodmell, lngreenw@indiana.edu (SPEA)

Office: Informatics West 120

Each graduate student assistant directly manages one or more Serve IT teams. They meet weekly with teams, attend client meetings when possible, and help team leads ensure that their teams are operating effectively. In addition, each graduate assistant has other projects that they work on, such as grant writing. They also assist Matt with grading. The Graduate Assistants are from the School of Informatics and Computing, SPEA, or the Kelley School of Business.

C. Team Leads (1 per team)

Each team has an intern who is designated as a team leader. These students generally are taking 3 credit hours of internship credit and are often Informatics seniors who are working on their capstone experience.

Team leads are responsible for managing the work of their teams, handling communication with clients, and in general doing whatever it takes to make sure the project runs smoothly.

Team leads meet weekly with Matt and have an additional academic component of their internship that focuses on project management. They also report directly to their assigned Graduate Assistant and are required to submit weekly team status reports

every Monday by noon.

D. 3-5 team members

Teams consist of 3-5 team members who perform a wide variety of roles on the team, such as designer, programmer, database, business analyst, documenter, and tester. Interns often switch between roles during the course of the semester as work progresses. Teams generally have a mix of different level students in them, allowing the younger students to learn from more experienced upperclassmen.

Who are the interns?

Serve IT interns are individuals who are interested in gaining real-world experience but also have a passion for serving the Bloomington and Monroe County community. Serve IT internship positions are open to undergraduate and graduate students with relevant skills from any program at IU. Interns generally come from the School of Informatics and Computing, Kelley School of Business, and SPEA. Internships last one semester with the option to re-apply for additional semesters. Students can register for 1-3 hours of internship credit per semester.

Intern Responsibilities

Interns are expected to volunteer for 10 hours over the course of the semester for the client their group is assigned to. This allows Serve IT interns to get a better idea of what the nonprofit actually does and how it works. In general it is better to schedule these hours early in the semester.

The minimum number of hours of clinic work expected per week is dependent on the number of internship credit hours. The requirement is 4 hours of work per credit hour taken per week. For example, someone taking Serve IT for 2 credits would be expected to work 8 hours per week on Clinic-related tasks, meetings, etc.

Interns will be expected to schedule regular office hours in the Clinic space in Informatics West room 120 each week. Interns taking 1 credit hour must hold 1 office hour per week, while interns taking 2 or more credit hours must hold 2 office hours per week.

Interns are expected to follow the code of conduct outlined further below.

What we do

Serve IT teams perform a variety of tasks for nonprofits. Some of these tasks are development-oriented, such as building a website, database, or mobile application. Others are more analytical and might include activities like helping nonprofits with social media strategy or advising on hardware and software purchases. Other tasks might involve training staff on appropriate tools, setting up or managing networks, or repairing hardware.

Working with clients

Throughout the semester each team is expected to meet regularly with its client contact at the nonprofit it is working with. Most groups try to meet with their contact every other week to make sure that they know how the project is progressing and provides a great time for question from the interns and feedback from the client. At these meetings all interns are expected to dress appropriately and are expected to act in a professional manner, as each intern is representing the Serve IT clinic and Indiana University.

How we work

Serve IT projects emphasize planning for success and following a well-structured process.

For development projects, teams follow a modified waterfall model of development. This consists of four phases. Each phase should be completed before starting the next one.

Phase 1: Requirements Gathering and Analysis

The team will interview stakeholders, perform research, and identify all of the relevant parameters and features of the project. It is a documented fact that spending more time early in the development process understanding all aspects of the project leads to faster project completion and superior outcomes.

Phase 2: Design

In this phase the team develops a plan for the solution. This phase has two major components. The **visual design** component is where the team develops a consistent look and feel for the interface aspect of the website or database. This often requires a lot of back-and-forth discussion between to team and the client as the visual design is developed. User testing can be a major part of this component. The second component is the **information architecture** or **data structure** which is the plan for the structure of the content or the data.

Phase 3: Development

After gathering requirements and developing a solid design, it is now time to build the website or database. For a website, the team will be converting the visual design into a Drupal or other content management (CMS) system template. The CMS will have to be configured and content will need to be added.

Phase 4: Implementation

Once the site is done, the site or database will be moved it to its final destination server and taken live.

For tasks that do not involve development per se, a similar process will be involved, but the product might be a report, video or some other artifact instead of a website. The idea is that all relevant information is gathered first before any other steps are taken.

Internship Credit

Most students enroll in 1-3 credit hours of Informatics I391, which is a general internship. Students from other schools (SPEA or Business, for example) may elect to request internship credit from their respective school. For example, SPEA undergraduates can request to enroll in

SPEA V381, and SPEA graduate students can enroll in SPEA V585.

Informatics and Computer Science interns have another option. After taking an initial 3 credit hours of I391, Informatics students may request to complete their capstone requirement through the clinic by completing 6 hours of I491 over 1 or more semesters. Computer Science students can request to enroll in up to 3 hours of Y399 after completing their initial 3 credits of I391.

Interns do not have to register for the credit hours - they are added automatically to I391, I491, and Y399 during the first two weeks of the semester.

Intern Code of Conduct

Interns are expected to conduct themselves in a manner that reflects well on Indiana University and the Serve IT Clinic. As such, the following guidelines are expected to be followed. Noncompliance with this code of conduct may result in many possible outcomes ranging from reprimand to removal from the program to filing charges of academic dishonesty with the Dean of Student's office.

Professional Conduct.

Interns should exhibit professional behavior both in the Serve IT clinic and onsite. When making on-site visits, interns are representatives of IU to the community; keep in mind that your work and behavior reflect on you, Serve IT, and IU. When working with clients, provide respectful and constructive feedback. In the clinic, interns should contribute to a positive and professional working environment. Interns are expected to meet all obligations in a timely manner.

Appropriate Attire.

Interns must dress appropriately for a work setting, both on-site and at the clinic.

High Quality Work.

Serve IT is here as a service to the community, and interns should strive to make sure that those services are of the highest quality.

Logging Hours.

Interns must log the appropriate number of hours in the clinic each week for the amount of credit hours they are enrolled in.

Journal/Reflection Log.

Interns are expected to keep a personal journal documenting their personal experiences while serving in the Clinic that must be shared with instructors upon request.

Respond to Serve IT communications.

In general, you should respond to Serve IT communications within 24 hours during the

business week. Communications flagged as important may require a more immediate response.

Maintain confidentiality.

Nonprofit partner organizations may share confidential information with interns in the context of projects. Interns must maintain confidentiality and exercise discretion when discussing or working with that information. Interns may be required to sign confidentiality agreements with their partner organizations. If so, any signed confidentiality forms must be copied and turned in to course instructors.

Academic Honesty.

When using code from another source, make sure you cite the source. Falsifying time logs or any other documentation is considered academic dishonesty and will be treated as such.

Best Practices.

Interns should follow best practices in all aspects of project work, such as documentation, code versioning, data management and backup, and maintaining security of systems.

Serve IT Guidelines for Effective Teamwork

- Show respect for fellow team members.
- Communicate and meet with your team regularly to ensure that projects stay on track. Let your team know about any problems or issues that you encounter in order to avoid delays.
- Include all team members in communications regarding projects so that everyone stays informed.
- Take initiative in team projects. Don't rely on other team members to take the lead.
- Follow through on work or tasks that you've agreed to perform and meet deadlines.
- Be professional and respectful in providing feedback, input, or criticism. Show respect for opinions or ideas that are different from your own.
- Make sure that everyone has the opportunity to have input. This includes actively seeking input from your teammates and listening to their suggestions.
- Be proactive in resolving any conflicts that arise, and do so respectfully and professionally.

Frequently Asked Questions

- **Do I have to work all of my clinic hours during the day? And do I have to work in the Serve IT office?**

No. Your work schedule is yours to decide on when and where you want to complete the

hours beyond your required team meetings and office hour(s).

- **Will I be expected to meet onsite with clients?**

Yes, you will need to arrange to meet with clients on a regular basis, and these meetings usually take place at the client's location.

- **What is considered appropriate attire with respect to client meetings?**

Every nonprofit has its own culture. For the first client meeting, you should wear business casual. After you get to know the particular culture of the nonprofit client your team lead will consult Matt and determine if some lower standard of dress is acceptable.

There is an end-of-semester event where the work of the teams is showcased, and for that event all interns are expected to wear business professional attire.

- **What is considered appropriate conduct with respect to clients?**

You should give your clients your full attention during your meetings. Even if you are not the team member speaking, you should still pay attention. Avoid checking email/texts. In fact, you should turn off your phone during meetings. Technology should be used to facilitate meetings, not disrupt proceedings.

Be courteous at all times. Understand that nonprofit staff may not use the same language that you do. They may not understand some concepts that seem easy or trivial to you. Be fully prepared for the meeting and don't waste the staff member's precious time. Remember the 24 hour rule for communications.

- **How is my internship grade determined?**

Your internship grade will be determined by Matt in consultation with your team lead and the graduate assistant assigned to your team. Individual evaluations will be performed 1-2 times per semester to give interns a chance to improve their performance. Grades will reflect how well interns work in a team setting, complete tasks in an effective manner, and interact with clients.

- **What are the rules for using the Serve IT Clinic space in Informatics West 120?**

The Clinic space is a communal and collaborative area in Informatics reserved solely for the use of people affiliated with the Serve IT Clinic. Persons unaffiliated with the Clinic who are not being escorted in the space by an intern are prohibited. This specifically addresses people who are trying to use the space as a public lab. While in the lab, be courteous to those working around you and use appropriate language and voice levels as to not distract or offend others. Food and drink are allowed within the space; however please take the care of cleaning up after yourself. Particularly messy or smelly items should be disposed of outside of the Clinic space. You may use the clinic space for non-Clinic activities such as studying or groupwork as long as you are not distracting

others from performing Clinic-related work. When leaving the Clinic and no one is present, be sure to shut off all lights and close the door. Remember, being a part of this Clinic entitles you to preserve the fun, collaborative and hard working environment that inhabits the space so that everyone may enjoy it to the fullest.

- **What kinds of meetings are required as an intern?**

Weekly team meetings of generally no longer than an hour are normal. Approximately once a month there will be an all-clinic intern meeting, usually on a Sunday afternoon. Team leads will have an additional approximately hour-long weekly meeting with Matt. Regular client meetings (generally weekly or biweekly) are also expected and tend to last less than an hour.

There will also be several social events scheduled each semester as well, which allow interns to get to know each other and have a little fun.