



DIVISION OF

**Diversity, Equity &
Educational Achievement**

OFFICE OF THE VICE PROVOST

UNIVERSITY OF WISCONSIN-MADISON

**Internship Program
FY2018 Annual Report**

Prepared July 2018

Letter from the Program Director

Our Interns work directly with divisional staff, giving them the opportunity to engage in work that makes the campus a more diverse and inclusive space. This year our interns helped the division execute many campus-wide and internal projects through their efforts staffing the Campus Climate Survey Taskforce, shared governance meetings, the Diversity Forum, other divisional events, and developing programming to help build a community for our scholarship programs.

The Internship Program supports students' personal and professional development while providing them with experience in diversity work at a public institution. One of our goals is to prepare students for a collaborative work environment in a field in which they hold interest. It has been my distinct pleasure to work with such bright and talented students.

Sincerely,

Dr. Torsheika Maddox

DDEEA Internship Program Director

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Contact Information

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 (608) 265-0642

Program Staff



Dr. Torsheika Maddox, Internship Program Director

Dr. Maddox is the Program Director for the Internship Program and Administrative Project Manager and Researcher for the DDEEA.



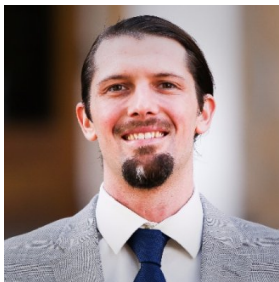
Jerry Xiong, Office Manager

Jerry Xiong is a former DDEEA Intern and current Office Manager for the DDEEA. He is a current senior at UW-Madison studying Economics. Jerry will be Co-Director of the Internship Program in FY2019.



Jessica Behling, Lead Intern

Jessica Behling has been with the Internship Program since its inception in 2011. She is a third year Law Student and also interns at the UW-Madison Police Department.



Nathaniel Haack, Lead Intern in Training

Nathaniel Haack is a first year Master's candidate at the La Follette School of Public Affairs with a focus on governmental affairs and educational policy. Nathaniel also works as a Project Assistant for the Center for European Studies.

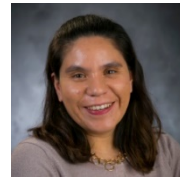
Affiliated Staff



Patrick Sims



Valeria Davis



Angie Rosas



Dr. Sherri
Charleston



Rachelle Eilers



Sandra
Vega-Semorile



Dr. Cheryl
Gittens



Traci Gaydos



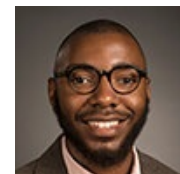
Nicole
Woodards



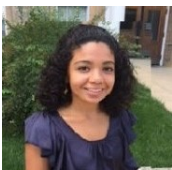
Dr. Gloria
Hawkins



Emilie
Hofacker



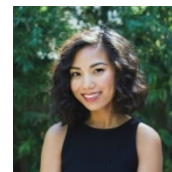
Anthony
Wright



Heba Ali



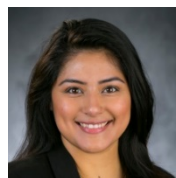
Tena Madison



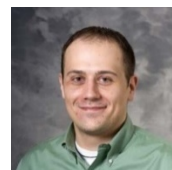
Maimoua
Xiong



Mary Carr
Lee



Diana
Renderos



James Yonker

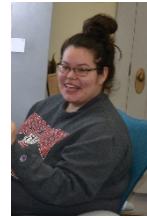
Interns



Cindy
Abrajan



Cassandra
Frankel



Emily
Nelis



Rolando
Alejandro, Jr.



Asia
Henderson



Kendall
Oehler



Sarah
Bruno



Cecilia
Kyalo



Clarke
Smith



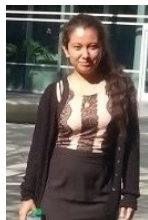
Brianna
Deigan



Pa Zao
Lee



Shannon
Thao



Jasmine
Escareno



Shasparay
Lighteard



Gabrielle
Tielman-
Fenelus



Alexandra
Espada



Meheret
Morrison



Thomas
Valtin-Erwin

Program Overview

The Division of Diversity, Equity, and Educational Achievement (DDDEA) has operated the Internship Program for the last 7 years, hiring UW-Madison students to support divisional staff. In 2015, the Internship Program was restructured by Dr. Torsheika Maddox, who took over after Lindsey Jones's departure. This restructuring allowed for greater coordination across the division, better services to interns and staff, and increased dedication to administrative oversight.

In the FY2018, the DDEEA employed 21 divisional interns. Interns supported staff in the Business Services Team, Chancellor's/Powers-Knapp Scholarship Program, STEM Initiatives, Administrative Program Management and Research, Communications, Events Services, and Administrative Services in both Bascom Hall and the Red Gym. Every intern is assigned a direct supervisor in their divisional area who assigns short and long-term tasks. The DDEEA employs interns across all educational levels at UW-Madison, including graduate and professional students.

Program Goals

The Internship Program has two primary goals that are mutually reinforcing.

1. The Internship Program aims to increase divisional effectiveness and efficiency in implementation of the Campus Diversity Framework by providing cost-effective student labor. The program staff believe that by increasing efficiency and effectiveness, the division will be more able to focus on long-term projects that increase diversity and inclusion on campus, while providing marketable job skills and experiences for interns.
2. The Internship Program aims to provide opportunities for students to leverage their experience working at the DDEEA to grow personally and professionally through building competencies in transferrable workplace skills and technical skills relevant to the interns' desired career paths. The Program Staff believe that professional development benefits interns' long-term growth potential and prepares them to provide more efficient and effective service to divisional staff.

Program Activities

In FY2018, the Internship Program served Administrative Services, Events, Communications, Chancellor's/Powers-Knapp Scholarships, Research, STEM Initiatives, and the Business Services Team within the DDEEA. Through diverse internship opportunities, interns were assigned distinct workplace responsibilities, including: assisting staff with completing divisional initiatives such as the Diversity Forum, the Outstanding Women of Color event, the Campus Climate Survey, the divisional newsletter, and the Diversity Inventory Project.

The Internship Program provided opportunities for interns to embrace leadership responsibilities on projects such as: promoting the division across campus in hiring fairs and presentations, developing and administering presentations to campus organizations on the Grant Funding System, organizing the DDEEA graduation ceremony, and hiring future interns.

Interns were placed within the program according to skills, experience, educational background, and career goals. Each divisional area had distinct tasks, but common activities assigned to interns include: responding to divisional phone calls and emails; preparing, editing, sending, and printing divisional documents; data entry; research; presenting in front of audiences; and graphic design.

In addition to regular assignments, DDEEA interns provide staffing support for committees and events within the Office of the Vice Provost and Chief Diversity Officer, including the Diversity Forum, the Outstanding Women of Color Reception, the LINE Event, the DDEEA Graduation Ceremony, the Equity and Diversity Committee, the Campus Climate Survey Task Force, and the Multicultural Disadvantages Coordinators.

Professional Development

The Internship Program provided ongoing professional development to all interns throughout the year. The professional development process began with competitive and rigorous hiring. In addition to filling out an application and conducting an interview, candidates submit a resume and respond to essay questions regarding their interest in the position(s) applied for. This rigorous hiring process allowed the DDEEA to forge a partnership with RISE, an initiative of the Office of Human Resources which allows campus entities to provide hiring waivers to former interns, increasing the potential of retaining interns post-graduation in a staff capacity.

Considered candidates interview with a hiring committee before hiring decisions are made. This hiring committee is composed of the Program Manager as well as current interns. Hiring committee members are involved in every step of the hiring process, including updating documentation, creating interview questions, developing promotional materials, setting goals and objectives. In the process, hiring committee members develop skills in human resource management and project management.

Whenever there is mutual interest, interns are retained for multiple academic years. In FY2018, ten out of twelve eligible interns who worked in Spring and/or Summer 2017 were retained in Fall of 2017. The remaining two interns accepted other positions after the Campus and Community Liaison positions were disbanded. The internship's retention policy allows for interns to grow within the program. Furthermore, by retaining interns, the division reduces the resources spent on training, attains greater workplace stability, and gains valuable insight from students' ongoing experiences within the division.

The Internship Program provides each intern with a mentor who meets with the intern for an hour each month to discuss career goals and objectives, networking opportunities, workplace opportunities and challenges, and places for individual growth. All mentors are current DDEEA or UW staff or faculty members who volunteer their time to mentor a student.

All interns and supervisors are subject to biannual evaluations. These evaluations are used to determine individual strengths, challenges, and opportunities. End of year evaluations are used to

determine whether to offer an annual raise for retained interns. Each intern also undergoes a self-evaluation each semester and lists areas for improvement. Retained interns use these self-evaluations to guide professional development and reflect on skills to hone.

The Internship Program hosted regular professional development events. In FY2018, the Internship Program provided four development dinners with members of UW administration. The dinners provided interns with an opportunity to build connections with campus administration and explore varied career opportunities in a safe and informal setting. The professional development dinners also benefited administration by providing an avenue to remain directly connected with the student body and listen to student voices on campus initiatives. The Internship Program is exploring the possibility of bringing in outside partners in future years for the professional development dinners to strengthen relationships between the UW and the greater Madison community.

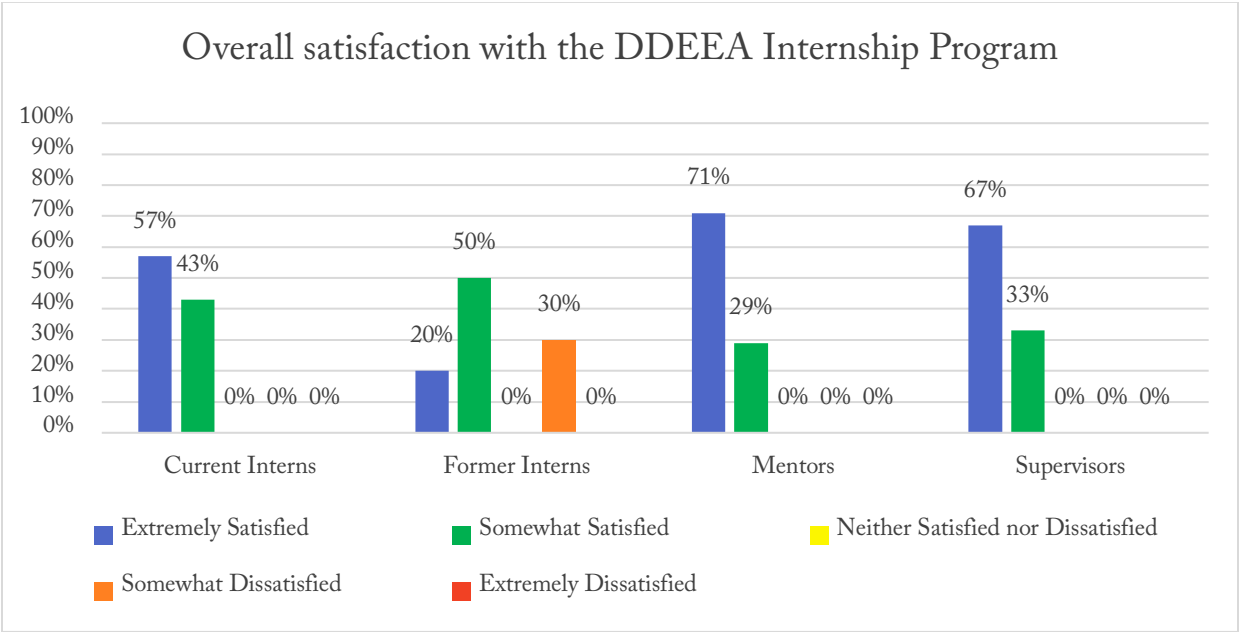
The program also provided four themed professional development events in FY2108: “Utilizing Your Strengths,” “Managing Your Finances,” “Resume and Cover Letter Writing,” and “Networking.” For each of these themed events, a speaker with expertise in the field presented, prepared activities, and provided time to answer interns’ questions. Starting in FY2019, the DDEEA will fold the Internship Program’s development events into RISE’s development events to reduce programmatic inefficiencies.

Program Outcomes

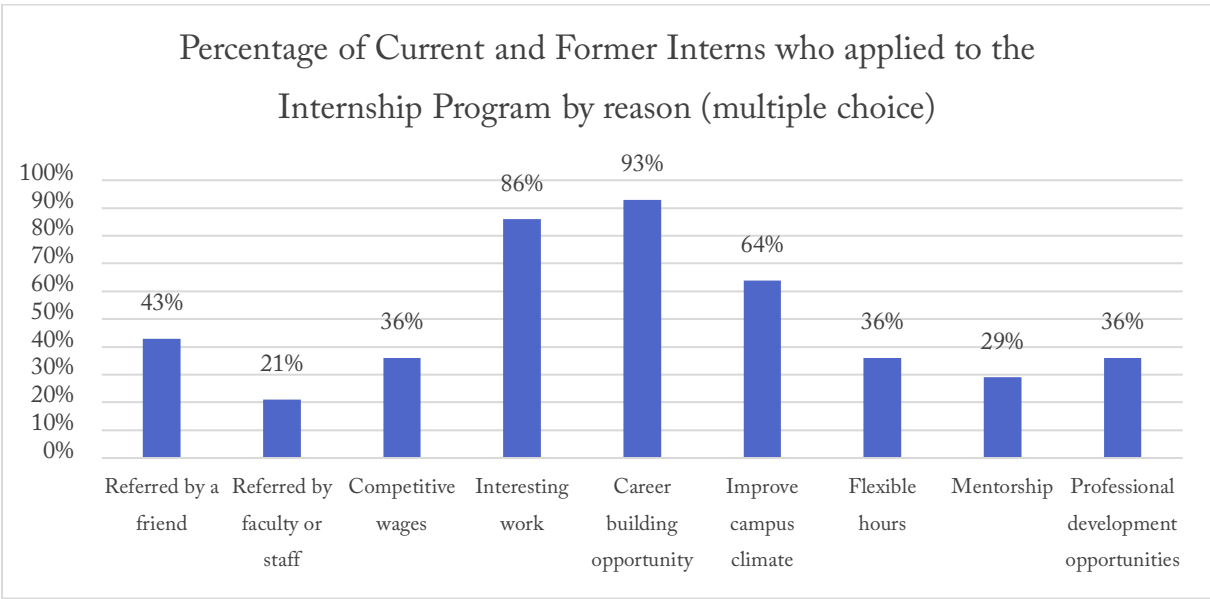
In April 2018, the DDEEA Internship Program conducted its first-ever comprehensive program evaluation. The Internship Program distributed a survey to all Current Interns, Former Interns, Mentors, and Supervisors. For some respondents, these categories were not mutually exclusive.

Response rates were 93% for Current Interns, 34% for Former Interns, 35% for Mentors, and 86% for Supervisors. Respondents were asked a range of 14-39 questions, depending on relationship to the Internship Program.

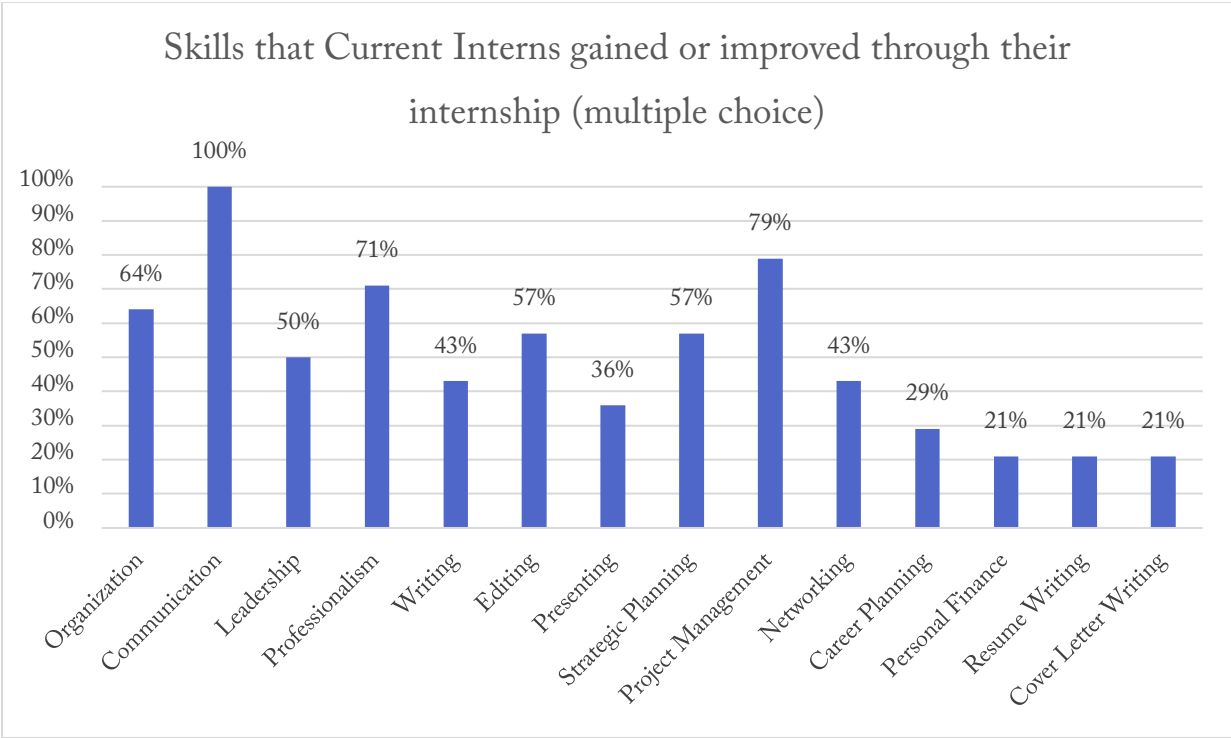
Some key findings of the program evaluation are listed below. For full results and analysis, please contact the program staff at ddeea_interns@provost.wisc.edu.



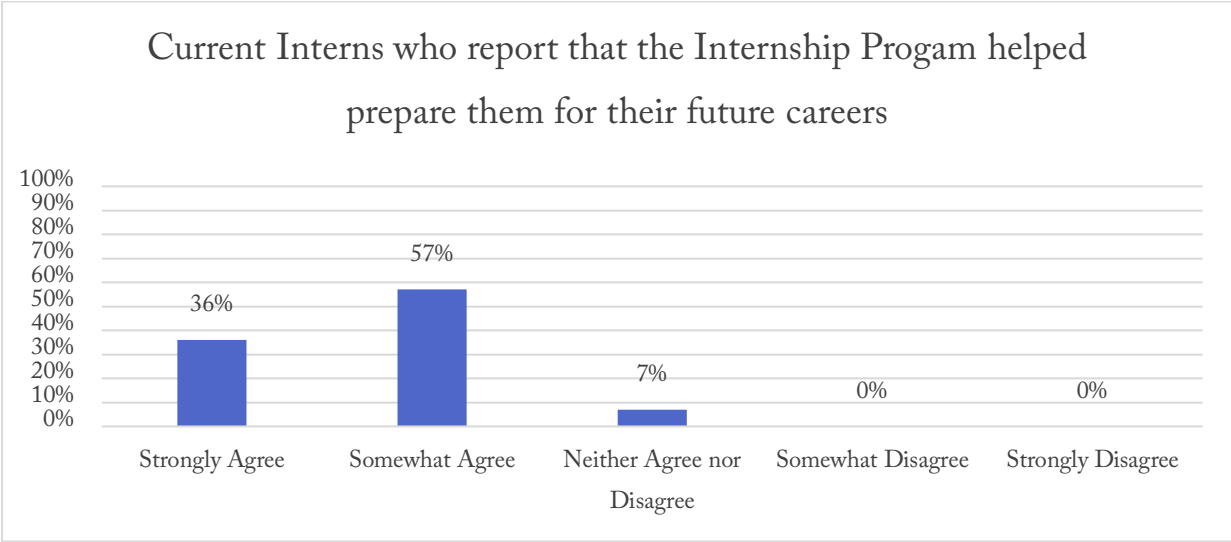
Overall satisfaction with the Internship Program was high for all survey respondents. The only respondents who reported dissatisfaction with the program were Former Interns (30%). Reasons for this dissatisfaction included poor relationships with mentors, insufficient training, and lack of communication at work.



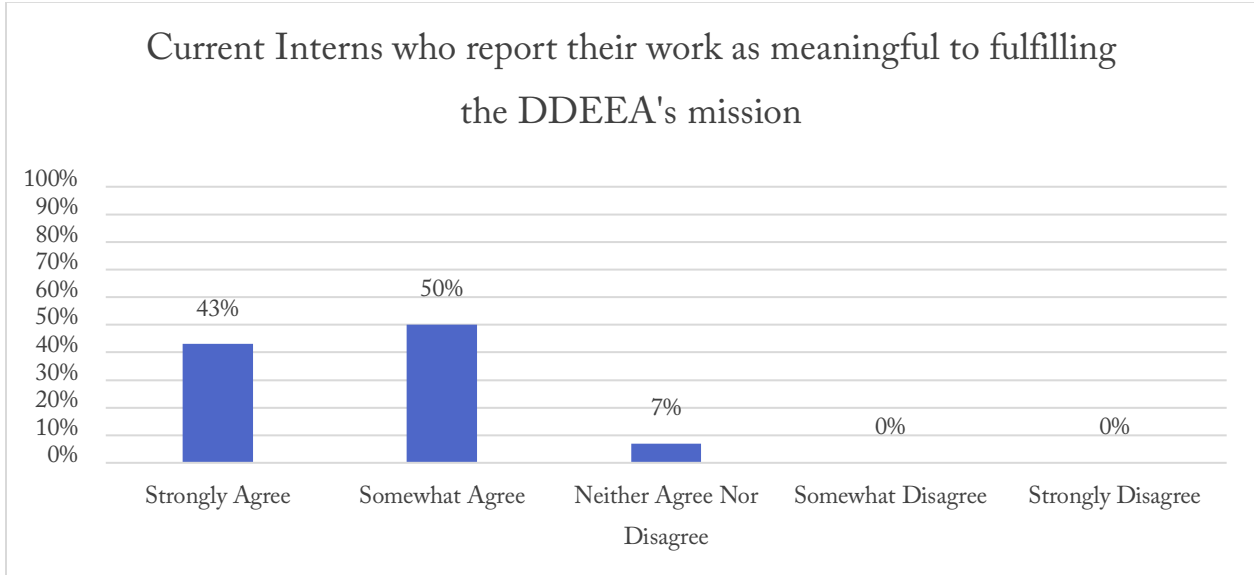
Current and Former Interns reported applying to the Internship Program for a variety of reasons. The most commonly cited were opportunities for career growth, an interesting work load, and a desire to improve the campus climate at UW-Madison.



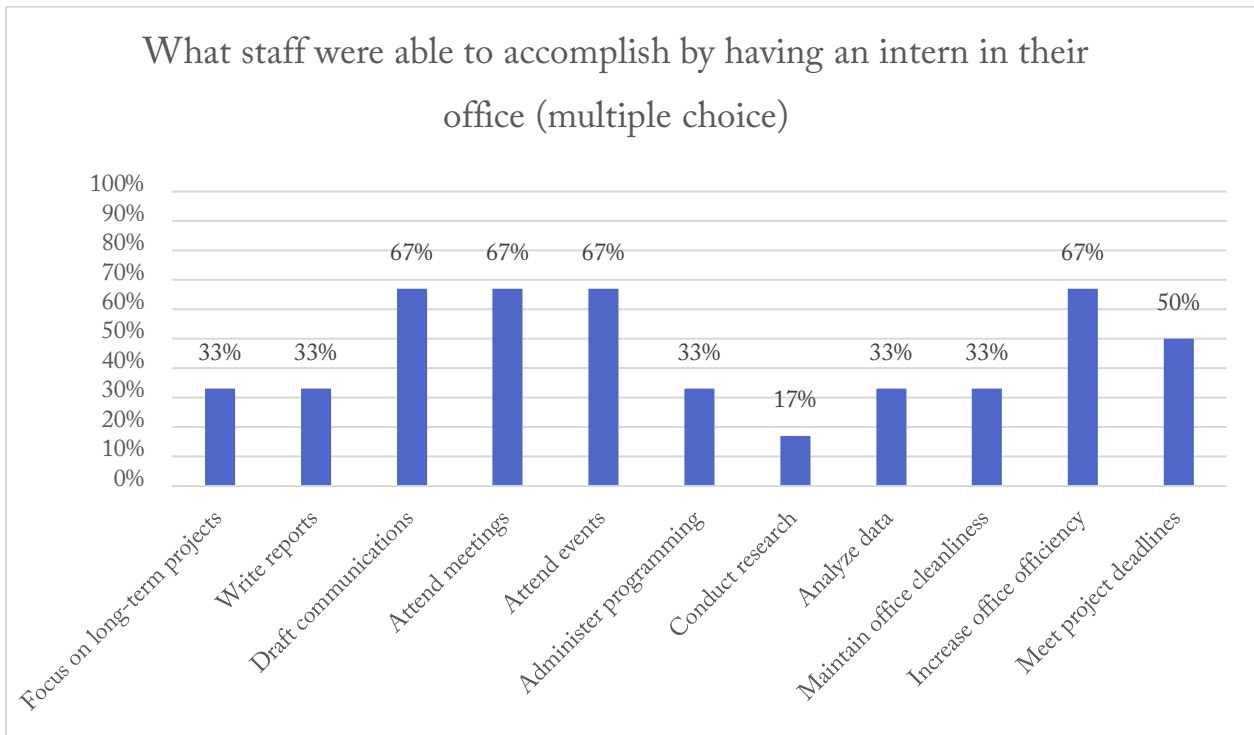
Interns developed a range of professional skills as a result of their participation in the Internship Program. These skills will benefit Interns as they enter the professional work force. All Current interns improved their communication skills and most interns also improved their professionalism, organization, and project management skills.



Almost all Current Interns reported that participation in the Internship Program helped prepare them for their future career after graduation.



The Internship Program supported various DDEEA subdivisions to achieve their institutional mission. Most interns reported their work as meaningful to the accomplishment of organizational goals.



The Internship Program allowed DDEEA staff to accomplish a variety of tasks that they would otherwise have not been able to.

Foci and Program Changes in FY2019

The Internship Program underwent its first comprehensive program evaluation in FY2018. Results from this evaluation will be used to implement improvements and efficiencies in future years.

Three former DDEEA Interns serve as DDEEA staff, displaying the Internship Program's role as a staffing pipeline. To better facilitate this pipeline, the Internship Program formalized a partnership with the Recruitment Initiative for Student Employees (RISE) starting in FY2019. All DDEEA interns will automatically become RISE interns, offering students a pathway to divisional employment after graduation. This partnership will allow the DDEEA to hire interns who have exhibited exceptional workplace skills to open positions within the division without incurring resource expenses related to candidate recruitment, hiring, onboarding, and training. This partnership will strengthen the competitiveness of the program and provide the DDEEA with the option to invest in the development of internal candidates. RISE will assume control of the themed professional development events provided by the Internship Program, saving the Internship Program both financial and opportunity costs.

In FY2019, Internship Program will increase scope to provide intern support to the Assistant Vice Provost offices, allowing the Assistant Vice Provosts to delegate some of their duties and focus on larger goals.

To improve efficiency, the Internship Program will streamline the process for staff to request intern support on projects through online survey software. Streamlining requests for intern assistance will help affiliated staff allot resources and reduce communication inefficiencies to facilitate a tighter focus on divisional goals and objectives.

The majority of FY2018 interns graduated from the university, many of whom were employed by the Internship Program for multiple years. As such, the Internship Program will be responsible for training and onboarding a cohort of many new interns in FY2019 and utilizing their skills and talents to move the division closer to its long-term goals.