

# 2. DURING THE INTERNSHIP

In this stage, the focus will be on the development and skills through practical and authentic tasks. Constant communication and feedback between the intern and supervisors are key for

the success of digital internship. During internship HEI provides academic coaching and feedback, and the company provides task mentoring and guidance.

## 2.1. ENSURE INTERN'S REGULAR COMMUNICATION WITH SUPERVISORS

**Regular communication between the intern and supervisors is very important.** Usually supervisors from the receiving organisations meet interns more frequently than supervisors from HEI since their roles differ, however, guidance and monitoring from supervisor from HEI is crucial. Make sure that interns have regular face-to-face interaction (online or in-person) with supervisors to discuss the points listed below. These meetings will help interns to stay on track with their internship objectives and prepare deliverables of the internship.

**Supervisor's communication with intern should be directed to:**

- facilitating intern's reflection and having conversation about his progress towards internship objectives and reviewing them;
- giving feedback about intern's performance;
- encouraging and motivating intern;
- listening to and discussing intern's concerns if such arise.

## 2.2. ENSURE INTERNS' CONNECTING WITH ONE ANOTHER

Though all interns in a study program usually have the same basic requirements to finish the internship, their experiences with work tasks, integration into the host organisation and support from supervisors and co-workers are perceived differently. By sharing internship experience, approaches and solutions in work tasks and receiving feedback and advice, students give and receive support from each other.

Communication channels and group chats can help students to feel connected to each other and provide them with another channel of support during the internship. Students should have an online forum to address problems and suggest solutions on a weekly basis. HEI can also use educational technologies such as e-portfolio or blogs to exchange ideas, or video-web conferencing to bring peers together.

Some concerns may arise when students share output with one another – issues about copyright, intellectual property, and nondisclosure need to be addressed when setting up communication channels for student networking.

## **2.3. PROVIDE OPPORTUNITIES TO DISCUSS INTERNSHIP ISSUES**

HEI should consider organising the support for interns in a format of regular seminars (weekly, bi-weekly etc.) together with peers, internship coordinators and supervisors from HEI (e.g., through video conferencing), aimed at exchanging experiences for the key assignments and receiving advice and support from both HEI and peers as well as clarifying temporary issues. Your HEI might consider students' attendance of two or three web conferences during the term.