BankLEAD
Learn, Engage and Develop

Internship Program Guideline
for Students



Bringing Banking to the Next Generation

The IBA is committed to growing the Indiana banking industry for the years to come. This Internship Program is a major component of introducing the many aspects of banking to today's students and tomorrow's leaders.

Sponsored by:

IBA Indiana Bankers™ Association

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BankLEAD Internship Program Overview

Introduction to the Internship Program

Internships provide students with the opportunity to gain real world experience in settings outside of the classroom. The experience is designed to meet both academic and applied learning goals. The purpose of the BankLEAD Internship Program is to provide a practical and intensive training to individuals who genuinely desire working in the banking industry. Students will be able to apply information learned in the classroom, build work history, expand professional skillsets, and lay the foundation to a career in the banking, or other professional, industry. Banks benefit with fresh ideas from readily equipped interns, completion of important projects put on hold, and creative ways for recruiting Indiana's banking industry to take the next step in creating and expanding a new generation of banking talent.

By working together, Indiana's banking and educational institutions can produce strong leaders for our industry and our state.

Program Objectives (Goals)

- For Students:
  - Provide a resource for top college students to explore the Indiana banking industry and the career options that are available.
  - To increase student ability to function as an effective employee of a bank.
  - To allow the student to gain customer service experience and acquire firsthand knowledge of specific bank processes.
  - Provide college students with an understanding of how local banks impact their communities and the local economy.

Student will also be encouraged to develop their own personal goals and objectives. They will discuss those with their academic adviser, the IBA contact and their bank mentor.

"Tell me and I forget, teach me and I may remember, involve me and I learn"

-Benjamin Franklin

Desired Candidate Qualities

- Major in a business-related field (Economics, Ag-Economics, Accounting, Finance, Marketing, Human Resources, Information Technology or General Business).
- Demonstrate critical thinking and the ability to take initiative.
- Have a minimum of a 2.75 cumulative GPA.
- Preference given to college sophomore or older.
- Demonstrate an interest to work in the banking industry, especially willing to work in the Indiana banking community.

Candidate Selection Process

- Intern applications will be distributed to various colleges and universities throughout Indiana.
- The student will discuss with their academic adviser and internship supervisor the appropriateness of interning with a bank/financial institution.
- Upon the decision to apply, resumes and applications will be completed and sent to the IBA prior to the designated deadline. After an initial prescreening process by the IBA to verify the above listed qualities are met, a committee of interested banks will review the provided materials.
    - The IBA will make an effort to connect the candidate to banks that fall in the student's geographic preference.
- If the student meets the requirements in the prescreening and initial review process, they will have an interview that will include all interested member banks. This will allow the banks and student to determine the best fit for placement.
- Interviews will be held at favorable location for student candidates.

Benefit to the Intern:

The student will gain valuable "real life" experience that cannot be obtained in the classroom.

Internship Components

Key Points

- The internship will last approximately 8-12 weeks throughout the course of the summer (Accommodations can be made if the internship must be carried out during the school year.)
- After intern assignments and before finals, the intern will visit the bank and meet their supervisor and learn of the employment details, including:
    - Beginning/End Dates
    - Hours
    - Days Off
    - Wages
    - Responsibilities
- Please keep in mind that the intern becomes part of the bank staff and should adhere to all bank policies.
- Recommended pay for student is between $12-20 per hour, depending on the bank with which they are placed.
    - NOTE: The host bank is not responsible for benefits, insurance costs, housing or travel cost for the student.
- There is no obligation to hire or offer the intern full-time employment following the internship.
- There will be an initial orientation at the Indiana Bankers Association prior to beginning the internship, along with a mid-summer event, also at the IBA offices.
- The student will maintain communication with their academic supervisor and the IBA regarding their progress during the internship.
- The student may be required to complete weekly reports, depending on the writing requirements of the school. (This will be discussed later in the document.)
- At the conclusion of the internship, and the completion of the Internship Requirements, the student will receive a Certificate of Completion from the IBA.
- In some cases, there may be the opportunity for an intern to continue the internship/part-time employment after the completion of the program.

Basic Timeline

February: Application submitted

Early March: Interviews

Mid March: Selections completed

April (prior to finals): Meet with assigned bank

May (after finals): Orientation at IBA

Begin Intern Program

Mid-June: Mid-Summer Event at IBA

During the program: Participate in 1 bank sponsored community event or volunteer opportunity

Late July: End program and complete evaluations

Receive Certificate of Completion

Intern Requirements (contingent upon selection)

- The student will work with their academic adviser/internship supervisor and bank mentor to develop learning goals and a scope of work and become aware of the host institution's standard operating procedures.
- The intern will demonstrate honesty, punctuality, cooperation, confidentiality, and a willingness to learn during the full length of the internship.
- The student will complete all duties and responsibilities in a professional manner.
- The student will participate in any training or conferences that are required of them by the host bank.
- The intern will attend an initial orientation meeting held at the IBA offices prior to the beginning of the internship.
- The student will also be invited to attend a mid-summer event at the IBA offices. This event will also be attended by members of the IBA Future Leadership Division. (This event is optional.)
- Depending on proximity to the host bank, the intern may need adequate transportation to work.
- Any internship-related travel or meals outside the normal daily activities will be reimbursed by the bank.
- The intern will need to participate in a community event or volunteer opportunity sponsored by the bank.
- The student and bank mentor will arrange ongoing coaching and feedback sessions during the internship, providing interactive evaluations for the student and the bank. The student will complete a periodic evaluation form provided by the school or by the IBA.

Bank Mentor

A healthy relationship between the bank mentor and intern is imperative for personal and professional growth. It is recommended that the mentor not be the student's supervisor. The mentor should be a person independent of the student's daily activities.

- The bank mentor will attend a mentor orientation meeting held at the IBA offices prior to beginning the internship.
- The mentor will help ensure the intern is exposed to a wide range of banking activities.
- The mentor will answer questions regarding any concern or curiosity about the banking industry, departmental roles, and the institution itself.

"A mentor is someone who sees more talent and ability within you, than you see in yourself, and helps bring it out of you."

-Bob Proctor

- The mentor will assist the intern in adjusting to the bank environment.
- The mentor will meet with the intern on a weekly basis to discuss the intern's work experiences, as well as the intern's progress in the internship.
    - This can be accomplished by joint collaboration with the intern in the creation of their learning objectives that can be accomplished each week of the internship.
- The mentor will provide ongoing coaching and feedback sessions during the internship, providing interactive evaluations for the student and the bank. The mentor and student will complete a periodic evaluation form provided by the school and/or by the IBA and institution.

Weekly Reports

- Depending on the school's reporting requirements, the intern may complete weekly reports during the internship.
- These reports will be centered on their school requirement, but may include their experiences and highlight projects covered and completed.
    - NOTE: These reports should be completed with appropriate detail.
- The IBA and the academic supervisor will receive the reports.
- The reports will be a source of documentation used to track the growth of the intern professionally and personally.
- There will not be duplicate or redundant reports required. The IBA /bank will work in conjunction with the school on this item.

Interactive Evaluations

An internship can only be a true learning experience if constructive feedback is provided. An effective evaluation will focus on the intern's bank responsibilities and stated agreed upon goals and objectives.

- Interactive evaluations for the student and the bank will be completed through forms provided by the school or by the IBA, providing feedback to all parties.
- For the student, the evaluations will be used to evaluate their growth during the internship, their strengths/weaknesses, and other areas pertinent to the improvement of the intern.
- These evaluations will be given to the academic internship supervisor, as well as the IBA.
- The evaluations regarding the host bank will be given to the intern to assess the bank, the mentor, and relay any suggestions or comments for future improvements of the program.

Mid-Summer Event

The IBA will host social, networking gathering of this year's interns along with members of the IBA's Future Leadership Division.

- The IBA will receive and review all evaluations concerning feedback, suggestions for improving the program, and other areas associated with the process.
- Sample evaluation forms are included.

Internship Format

Banks can structure the internship program to meet their needs. The internship experience may include opportunities for the student to learn and gain experience in these areas: banking operations, lending payment services, auditing, bank teller operations, compliance and regulation, loan spreadsheet analysis, loan documentation, financial trend analysis, risk management, communications, bank marketing, and customer service. Participating banks often successfully use one of the following structures.

Suggested Timeline for Rotational Structure

This is the preferred method and designed to expose the intern to every area of the bank. The schedule may vary based on need, but should allow the intern to be involved in each of the following areas long enough to have a full understanding of its importance to the bank.

Week 1: Customer Service/Teller
Week 2: New Accounts/Branch Management/Security
Week 3: Audit/Compliance
Week 4: Cash Management Services/Investments
Week 5 & 6: Lending, Credit Administration, Credit Analysis
Week 7: Marketing/HR
Week 8: Special projects, or re-visit areas of interest to the student.

Project Structure

This is designed to provide the intern with in-depth exposure to two or three areas of the bank via staff-directed projects. It also allows senior level officers to assign projects based on long-term needs. Some examples include:

- Sitting in on loan meetings or inspections
- Basic credit analysis module
  - How to understand financial statements
  - Calculating primary and secondary source of repayment

Upon the conclusion and completion of the program and evaluations, each student will receive a **Certificate of Completion** in recognition of their efforts to learn about Indiana banking.

- Walking through an entire credit analysis
  - Business background/overview
  - Purpose of the credit
  - Facilities, liquidity, leverage
- Getting a grasp of risk ratings
  - Pass, Special Mention, Sub-Standard, Loss
- Market Research
- Assisting with a conversion

Hybrid Structure

This structure is designed to provide an overall understanding of all the areas of the bank during the first course of the internship while the second course of the internship places the intern in an area or department of the bank, they feel most fits their interests. Once the intern has spent 2-4 weeks rotating to all the areas of the bank, the intern, along with bank leadership will assign the intern to a department of the bank for the remainder of their internship, or 4-8 weeks.

Weeks 2-4: Customer Service/Teller, New Accounts/Branch Management/Security, Audit/Compliance, Cash Management Services/Investments, Lending Credit Administration/Credit Analysis, Marketing/HR.

Weeks 4-8: Placed in an area of interest so that a deeper level of understanding of that department of the bank can be achieved by the intern.

The ideas above are examples of ways that interns have successfully been involved in previous banking internships and ideas that may help guide the intern's supervisor in developing tasks for the intern. The IBA recommends the institution provide at least one unique long-term project for the intern to complete throughout the internship.

The IBA continues to support its **mission**, to advocate for and sustain an environment in which banks can succeed, by introducing the next generation of leaders to Indiana banking.

Sample Employer Evaluation of Intern

Evaluating Your Intern

Supervisors should provide periodic formal and informal feedback and evaluations of the student, whether through conversation or a written evaluation. Most academic departments require a written evaluation to be completed by the intern and their site supervisor at the completion of the internship if the student is completing the internship for academic credit.

Your intern's university may provide a list of core competencies for consideration in the evaluation process. The following skills have been identified by employers as key skills they seek in interns and new hires:

- oral communication
- written communication
- ability to work with others/interpersonal skills
- adaptability
- critical thinking
- time management
- self-confidence
- leadership
- problem solving
- professional attitude/demeanor
- initiative
- preparation prior to start

SAMPLE EMPLOYER EVALUATION OF STUDENT INTERN
Student: _____ Organization: _____

KEY
1 — unsatisfactory (Never demonstrates this ability/does not meet expectations)
2 — uncomplimentary (Seldom demonstrates this ability/rarely meets expectations)
3 — fair (Sometimes demonstrates this ability/meets expectations)
4 — commendable (Usually demonstrates this ability/sometimes exceeds expectations)
5 — exceptional (Always demonstrates this ability/consistently exceeds expectations)
N/A — if any specific criteria are not applicable to this internship experience

Sample Employer Evaluation of Intern (Cont.)

A. Motivation to Learn

1. Asks pertinent and purposeful questions.	1 2 3 4 5 N/A
2. Seeks out and uses appropriate resources.	1 2 3 4 5 N/A
3. Accepts responsibility for mistakes and learns from experiences.	1 2 3 4 5 N/A

B. Reading/Writing/Computation Skills

1. Reads/comprehends/follows written materials.	1 2 3 4 5 N/A
2. Communicates ideas and concepts clearly in writing.	1 2 3 4 5 N/A
3. Works with mathematical procedures appropriate to the job.	1 2 3 4 5 N/A

C. Listening & Oral Communication Skills

1. Listens to others in an active and attentive manner.	1 2 3 4 5 N/A
2. Effectively participates in meetings or group settings.	1 2 3 4 5 N/A
3. Demonstrates effective verbal communication skills.	1 2 3 4 5 N/A

D. Creative Thinking & Problem Solving Skills

1. Breaks down complex tasks/problems into manageable pieces.	1 2 3 4 5 N/A
2. Brainstorms/develops options and ideas.	1 2 3 4 5 N/A
3. Demonstrates an analytical capacity.	1 2 3 4 5 N/A

E. Professional & Career Development Skills

1. Exhibits self-motivated approach to work.	1 2 3 4 5 N/A
2. Demonstrates ability to set appropriate priorities/goals.	1 2 3 4 5 N/A
3. Exhibits professional behavior and attitude.	1 2 3 4 5 N/A

F. Interpersonal & Teamwork Skills

1. Manages and resolves conflict in an effective manner.	1 2 3 4 5 N/A
2. Supports and contributes to a team atmosphere.	1 2 3 4 5 N/A
3. Demonstrates assertive but appropriate behavior.	1 2 3 4 5 N/A

G. Organizational Effectiveness Skills

1. Seeks to understand and support the organization's mission/goals.	1 2 3 4 5 N/A
2. Fits in with the norms and expectations of the organization.	1 2 3 4 5 N/A
3. Works within appropriate authority and decision-making channels.	1 2 3 4 5 N/A

Sample Employer Evaluation of Intern (Cont.)

H. Basic Work Habits

1. Reports to work as scheduled and on time. 1 2 3 4 5 N/A
2. Exhibits a positive and constructive attitude. 1 2 3 4 5 N/A
3. Dress and appearance are appropriate for this organization. 1 2 3 4 5 N/A

I. Character Attributes

1. Brings a sense of values and integrity to the job. 1 2 3 4 5 N/A
2. Behaves in an ethical manner. 1 2 3 4 5 N/A
3. Respects the diversity (religious/cultural/ethnic) of co-workers. 1 2 3 4 5 N/A

J. Industry-Specific Skills

List specific skills or competencies not previously listed in this evaluation and assess accordingly.

1. _____ 1 2 3 4 5
2. _____ 1 2 3 4 5
3. _____ 1 2 3 4 5

K. Comments:

_____

_____

_____

_____

_____

L. Overall Performance (at present time)

Unsatisfactory			Poor		Average		Good			Outstanding
0	1	2	3	4	5	6	7	8	9	10

This assessment was reviewed with the intern on
(Month/Day/Year) _____
Evaluator's Signature: _____ Date: _____
Title/Position: _____

Intern's Signature: _____

Sample Intern Evaluation of Employer

When completing the internship evaluation below, remember that it is important to give serious thought to the rankings given. If more space is needed when completing the comments section, please add additional sheets. The goal of the evaluation is twofold. First, to provide the opportunity for students to give constructive feedback on all aspects of their professional internship. Second, to provide information that will be helpful to future students considering an internship with that organization.

Name: _____

Company: _____ Supervisor: _____

Internship Beginning: _____ Internship End: _____

Evaluation Scale: (1) Strongly Agree (2) Agree (3) Neutral (4) Disagree (5) Strongly Disagree

1. I had a good assimilation/orientation to my company at the start of the internship 1 2 3 4 5
2. I received thorough information on the job duties and expectations at the start of my internship 1 2 3 4 5
3. A mentor/supervisor was assigned to me to oversee my work and was always available to answer questions 1 2 3 4 5
4. The overall quality of supervision was sufficient 1 2 3 4 5
5. The internship was challenging and practical 1 2 3 4 5
6. Aspects of the internship helped bridge the gap between theory and application 1 2 3 4 5
7. The work climate was positive and productive 1 2 3 4 5
8. I made good networking contacts with other interns or employees 1 2 3 4 5
9. I would recommend this internship to another student 1 2 3 4 5
10. How did your internship experience help you grow personally and/or professionally?

11. What previous classes or classroom experiences were most useful in preparing you for your internship?

12. What advice would you give future interns? (May we use this in promoting internships to other students? Yes / No)

13. Would you consider doing an internship at this company again? Why or why not?

14. Will this internship lead to another internship with this company, or possibly full-time employment?

15. Please include any other comments or information you feel would be helpful.

BankLEAD INTERNSHIP PROGRAM APPLICATION

PERSONAL
Name:
College Address:
Telephone:
E-mail:
Permanent Address:
Telephone:

EDUCATION
Name of High School:
Location of High School:
Name of College or University:
Expected Graduation Year and Semester:
Major(s):
Minor(s):
Total hours completed as of the end of the previous Fall semester:
Current College Overall GPA:
Current College GPA in Business Courses:
Name and location of other colleges attended:
Name:
Location:
Hours: GPA:

BankLEAD INTERNSHIP PROGRAM APPLICATION (Cont.)

EMPLOYMENT
What percentage of your college expenses did you earn through employment?
Employer and Location:
Dates:
Duties:
Employer and Location:
Dates:
Duties:
Military Service:
Are you currently employed?
If yes, where?

GENERAL INFORMATION
What are your career goals?
Why does the Indiana Banking Intern Program interest you?

BankLEAD INTERNSHIP PROGRAM APPLICATION (Cont.)

Please enumerate any other qualifications that you feel would specifically recommend you for the Intern Program.
If you have any geographical restrictions or preferences, please explain.
How did you hear about the Indiana Banking Intern Program?
Are you prevented from lawfully becoming employed in this country because of Visa or Immigration Status? (Proof of citizenship or immigration status will be required upon employment)
Have you ever been convicted of a criminal offense involving dishonesty or breach of trust (including but not limited to robbery, embezzlement, forgery, perjury, tax evasion, etc.)
If yes, please explain.

BankLEAD INTERNSHIP PROGRAM APPLICATION (Cont.)

COLLEGE ACTIVITIES AND ORGANIZATIONS
Organizations:
Activities:
Leadership Positions:
Honorary Organizations:
Awards:
Scholarships:

Please return this application to the address below, or email it to rteare@indiana.bank.

Internship Program/Ross Teare
Indiana Bankers Association
8425 Woodfield Crossing Blvd., Suite 155E
Indianapolis, IN 46240

Applications are due by March 11

BankLEAD Internship Program

Resources

- *Missouri Bankers Association InternConnect Handbook*
- *Ohio Bankers Association Internship Program Overview materials*
- *Oklahoma Bankers Association Summer Intern Program materials*
- *Virginia Bankers Association Bank Internship Program materials*

Questions/Concerns

Please notify an academic advisor or IBA contact immediately if any significant difficulties should arise.

If any questions or concerns surface, during, or after the internship duration, please contact Ross Teare at rteare@indiana.bank. THANK YOU for your efforts in developing the next generation of Indiana's banking industry.

For more information contact
Ross Teare at *rteare@indiana.bank*

Sponsored by:

IBA INDIANA BANKERS™ ASSOCIATION

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