

UNIVERSITY OF ILLINOIS AT SPRINGFIELD

*Graduate Public Service Internship
Policy Manual*



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Internship Program*

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The Graduate Public Service Internship Program

Please carefully read the GPSI policies and procedures outlined in this handbook. If you have questions, concerns, need additional information, and/or clarification, please call the GPSI Office at 217/206-6158.

UNIVERSITY OF ILLINOIS NONDISCRIMINATION STATEMENT

The commitment of the University of Illinois to the most fundamental principles of academic freedom, equality of opportunity, and human dignity requires that decisions involving students and employees be based on individual merit and be free from invidious discrimination in all its forms.

The University of Illinois will not engage in discrimination or harassment against any person because of race, color, religion, sex, national origin, ancestry, age, marital status, disability, sexual orientation, unfavorable discharge from the military or status as a protected veteran and will comply with all federal and state nondiscrimination, equal opportunity and affirmative action laws, orders and regulations. This nondiscrimination policy applies to admissions, employment, access to and treatment in the University program and activities. University complaint and grievance procedures provide employees and students with the means for the resolution of complaints that allege a violation of this Statement.

COMMUNICATION

- As a GPSI intern you are encouraged to schedule an appointment to meet with GPSI staff to discuss placement issues on an as-needed basis. Email correspondence and telephone calls, however, will be the primary means of communication between the GPSI office and interns. To schedule an appointment with GPSI staff, please call the GPSI office at 206-6158. Office hours are Monday through Friday, 8:30 AM to 5:00 PM (closed Noon – 1:00pm).
- It is imperative that you check your UIS email on a weekly basis for important announcements regarding program activities, professional development issues, GPSI seminar, payroll issues, etc.
- Please report address changes to the GPSI office. It is imperative that your current telephone number and address be on file in the GPSI office.
- To report a change of address and/or telephone number, please call the GPSI office at 206-6158 or email Sharon Heflin at shefl1@uis.edu.
- For payroll purposes, it is imperative that you also change your address and telephone number for the University-wide system through the NESSIE website at <https://nessie.uihr.uillinois.edu/cf/index.cfm>.

AGENCY/UNIVERSITY CONTRACT AND STUDENT AGREEMENT PROCESS

The GPSI agency/university contract and intern agreement are based on the July 1 fiscal year timeline. Around mid-April, the GPSI office begins the renewal process with placement agencies. Around mid-May, the office distributes the student agreements to all current interns, and the contract to the placement agency. It is your responsibility to sign the student agreement and return it to the GPSI office by August 1st.

BENEFITS

- **Monthly Stipend:** New interns begin placements on August 16. From August 16 to May 15, all interns work 20 hours per week; the gross monthly stipend is \$950. From May 16 to August 15, all interns work 37.5 hours per week; the gross monthly stipend is \$1900 per month.
 - GPSI interns are considered professional staff and are paid on the 16th of the month.
 - New interns receive their first paycheck on September 16. If the 16th falls on a weekend or holiday, paychecks are deposited on Friday.

- Paychecks are distributed via electronic deposit. Earning statements are available through NESSIE at <https://nessie.uihr.uillinois.edu/cf/index.cfm> under the compensation tab.
- **Tuition Waiver:** GPSI interns receive a tuition waiver for nine (9) graduate credit hours per fall and spring terms and four (4) credit hours for the summer term. GPSI interns are not required to register for the summer term.
 - GPSI interns cannot enroll for more than or less than nine (9) credit hours for the fall and spring terms without the written approval of the GPSI director. Enrollment exceptions will be granted on an individual basis.
 - If your placement is a replacement for a current intern or a late appointment that begins before the 30th calendar day of the semester, you will receive the full nine credit hour tuition waiver. If service begins after the 30th calendar day of the semester, your tuition waiver will be pro-rated based on the start date.
 - The tuition waiver is restricted to courses taken at the University of Illinois at Springfield.
 - The tuition waiver cannot be used for classes taken on an audit basis, unless the audited class is required for the completion of the master's project.
 - Academic probation: If your UIS cumulative GPA is less than 3.0, you may be placed on academic probation by the University. If you remain on academic probation at the end of the subsequent semester you will be terminated from the GPSI program. The GPSI tuition waiver remains intact during academic probation, but ends at the point you are terminated from the GPSI program.
 - The tuition waiver cannot be used for classes taken for personal enrichment or for classes taken at the 100 and 200 levels. The tuition waiver is restricted to 300 (pre-requisites only), 400 and 500 level courses.
 - If, for any reason, you drop a course(s) for which tuition has been waived you will be held responsible for the tuition charges based on the drop date.
 - If you are terminated or resign, you will be held responsible for the tuition charges from the termination/resignation date to the end of the academic term. If your permanent residence is located outside of Illinois, the pro-rated tuition charges will be assessed at the out-of-state rate.
 - Tuition charges for enrollment exceeding nine (9) credit hours are your responsibility. For non-residents, the tuition for the additional hours will be charged at the resident rate based on the availability of the Provost's waiver policy for interns.
 - A list of GPSI interns is submitted to the Office of Financial Assistance prior to the start of the term authorizing the award of the GPSI tuition waiver. The tuition waiver total will be credited to your UIS student account after the 10th day of the semester.
 - The tuition waiver does not cover late fees or textbooks. Interns receive \$250 per fall and spring terms be be applied towards mandatory student fees.
- **Professional Development:** All GPSI interns receive \$300 per fiscal year for professional development through the University's contractual agreement with the placement agency. (Please refer to the section on Professional Development Funds for policies and procedures.)
- **Health Insurance:** GPSI interns are not eligible for the State of Illinois Group Insurance Plan or vacation leave. GPSI interns do qualify for student insurance, but are responsible for the insurance premiums. For additional information regarding student health and accident insurance, please call the UIS Office of Human Resources (206-6652).
- **Sick and Personal Leave:** As a GPSI intern, you are eligible for non-compensatory, non-accumulative sick and personal leave hours based on your current contract period. Leave allotments vary and are noted in your intern agreement. If you are absent utilizing sick leave for three (3) consecutive days, you will be required to submit a note from the doctor regarding the reason for absence.

FICA WITHHOLDING

If, at any time, your academic course load is less than eight (8) semester hours for the fall or spring terms or three (3) credit hours for the summer term, both Medicare and Social Security taxes, referred to as FICA withholding, will be deducted from your paycheck (1.45% of gross pay). This policy does not apply to most international students. If you have questions, please contact the UIS Payroll Office (206-7211).

WORK SCHEDULE

As a GPSI intern you are required to work 20 hours per week between August 16 and May 15. Beginning May 16 through August 15, you are required to work 37.5 hours per week.

- Please meet with your GPSI supervisor to set your work schedule around your course schedule. Some interns work part of each day, Monday through Friday, while others work two full days and one half day per week.

DAILY WORK BREAKS

In consideration of the intern's health and work quality/ productivity, it is the consensus of placement supervisors and the GPSI director that interns need to take breaks. Accordingly, during the 37.5 hour per week schedule you must take at least one 15 minute break (either AM or PM) and a 30-60 minute lunch break. During the 20 hour per week work schedule – if you are working a full day (at least 7.5 hours) – the same lunch and break rules apply. On days that you are working less than 7.5 hours – you must take one 15 minute break.

Breaks do not count towards your required daily hours. If you want to “work through” the break(s) and leave early on a particular day, you can do so only with advanced approval from your supervisor. But, working through the breaks is an exception – rather than the rule – it is not permissible as part of the regular work schedule.

REPORTING FOR WORK

If you know in advance that you will be absent from the workplace, you must receive approval from the placement supervisor and discuss arrangements to make up the hours or use “banked hours” to cover the absence.

- It is important that you arrive on time each workday and for all meetings and appointments. Lack of punctuality and/or leaving early without consent of your supervisor is considered unprofessional behavior and may be grounds for dismissal.
- If you are sick or cannot report to work as scheduled, please immediately call your supervisor.

BANKING HOURS

Since GPSI interns do not accrue vacation leave, many interns choose to “bank hours” throughout the year for use during final exams, holiday breaks, etc. If you are interested in “banking hours,” you must have the approval of your placement supervisor and discuss the process to keep accurate records of the accumulated banked hours. Not all agencies permit interns to “bank hours.”

- GPSI interns cannot bank in excess of 75 hours at any given time. Interns who accumulate 75 banked hours must use some of the hours before logging additional banked hours.
- Accumulated banked hours carry over to the next contract period.
- To be absent from the workplace utilizing banked hours is at the discretion of the supervisor. Interns who plan to be out of the office for an extended period of time, such as for a vacation, must have the supervisor's and GPSI director's approval at least two weeks prior to departure, with a set and agreed upon date for return.

- Interns who wish to be absent for an extended period must have banked hours in advance to accommodate the absence. No banked hours = no extended leave. Approval for extended absence from the workplace for extenuating circumstances, such as a death in the family, will be granted by the supervisor on an individual basis.
- Interns traveling for an extended period must give the supervisor the exact date of return. Leave will not be granted for open-ended travel. Interns must book roundtrip airfare, as one-way tickets do not stipulate an exact date of return.
- Interns who abuse the banked hour policy risk losing the option to bank hours.
- Extended leaves cannot exceed two consecutive calendar weeks, regardless of intern's weekly work schedule.

TIMESHEETS

As required by the Federal Labor Standards Act (FLSA), GPSI interns are required to fax a monthly timesheet to the GPSI office. You will not receive monetary compensation (overtime pay) for overtime hours worked. Any hours in excess of these stipulated amounts per week must be counted as "banked hours," and documented on a log tracked by you and your supervisor. The timesheet must be signed by the supervisor and the intern, and faxed by the intern to the GPSI office (206-7508) by the 15th of the month. The timesheet and instructions are located on the GPSI website under the menu options for current intern information.

STATE HOLIDAYS

Interns whose normal work schedule coincides with a state holiday are not required to report to work nor are they required to makeup the hours – it is viewed as a holiday. Please note, however, if you are scheduled to work less than 7.5 hours on the state holiday you can only count the hours scheduled to work towards your weekly total. For example, if Monday is a state holiday and you normally work 4 hours on Mondays then you only count 4 hours towards your weekly requirement – not 7.5 for the full day if you were not scheduled to work the full day.

ACADEMIC BREAKS

During spring break and/or other academic breaks, interns are expected to report for work as scheduled. With the approval of the placement supervisor, however, you may work additional hours to log as "banked hours" or may use "banked hours" to be absent from the workplace. Bottom line: Interns are required to work during academic and holiday breaks unless banked hours are used to be absent from the workplace. If you plan to be absent during academic and holiday breaks, you must give your supervisor two weeks notice.

OUTSIDE EMPLOYMENT

GPSI interns may not hold additional regular employment with UIS. Additional off campus employment, however, is permitted as long as it does not exceed 20 hours per week during the academic semester.

RESIGNATIONS AND TERMINATIONS

If you decide not to complete the GPSI placement (resign), you must give the GPSI Director and the placement supervisor ten working days written notice.

- Acceptable written notice consists of a signed resignation letter that includes the signature of the placement supervisor, effective date of resignation, and a forwarding address and phone number. You must submit the signed original resignation letter to the GPSI office within five working days of giving your notice of resignation.
- GPSI interns are required to reimburse the University for over payment of stipends received for work not performed. Failure to do so may result in the withholding of transcripts and degree(s). The University has the right to exercise legal recourse in the event attempts to collect prove unsuccessful.
- Interns who resign or are terminated from the GPSI program are not eligible for future GPSI placement.

WORKER'S COMPENSATION

The University of Illinois operates as a self-insured employer for workers' compensation claims. The program is administered by the Office of Claims Management located at 100 Trade Centre, Suite 103, Champaign, Illinois 61820. It is the University's policy to pay benefits in accordance with the Workers' Compensation Act.

As a GPSI intern you are a University employee. In the event of an injury, while engaged in work at the placement agency, it is your responsibility to first report the injury to your GPSI supervisor – then to call the GPSI director – even though you may consider the injury insignificant. If you need medical treatment, you must seek treatment at Campus Health Services. If you need emergency treatment, you must go to St. John's Hospital at 800 East Carpenter.

Two forms are required to report an employee injury – the Employee's Injury Report and an Authorization for Medical and Health Care Information form. Both forms are available from the UIS Office of Human Resources. These forms should be completed promptly and completely, to include witness and supervisor portions, in order to protect your workers' compensation rights and to insure medical providers are reimbursed in a timely manner. You must submit the completed forms to the UIS Office of Human Resources. Claims will be processed by the Office of Claims Management. Questions – please call the UIS Office of Human Resources at 206.6652.

PROFESSIONAL WORKPLACE BEHAVIOR

- **Professional Attire:** The GPSI placement is the world of work – not the classroom. As an intern, your attire must be business or business casual in the workplace. Please discuss proper office attire with the placement supervisor, as office attire can vary between agencies.
- **Punctuality:** Be on time for work – 5 minutes early would make you look very good. If your agreed upon work schedule stipulates that you work from 8:30am to 4:30pm, then those are the hours you are expected to work. The hours represent a schedule, not loosely structured guidelines. Being late or leaving early is unacceptable behavior and may be grounds for termination.
- **Internet usage:** Under no circumstances are GPSI interns permitted to “surf” the internet at the placement agency. Personal use of the internet by GPSI interns is not permitted regardless of the internet behavior of other office employees. The answer that “everyone else is doing it so why not me” does not work in this program. Bottom line: No personal internet use in the workplace – period.
 - If internet usage is required as a component of your assignment, do not access internet sites that are not applicable to the work assignment. Agencies do have the capability to monitor the internet sites you have visited.
 - If you need to use the internet for personal business – do it at home or in the UIS computer lab– not at the agency – not even on your lunch hour or breaks. Others observing your behavior may not know you are on a scheduled break.
 - Accessing inappropriate, non-work related internet sites can be grounds for GPSI termination.
 - If you have any questions regarding internet use, ask your supervisor or the GPSI director.
- **Telephone usage:** Agency telephones are restricted to business use only. Remember to receive and make calls on your cell phone only on your break, lunch hour, before work, or after work – not while you are working. The agency is paying you to work – not to talk on your cell phone. Your personal business must be conducted outside of the office.
- **Respect for co-workers:** Professional behavior in the workplace demands that you treat everyone with respect, including secretaries, coworkers, and your supervisor. If you need guidance with a workplace matter, it is best to discuss the matter with your supervisor or the GPSI director.

- **Homework:** GPSI interns are not permitted to work on homework at the placement agency during scheduled work hours without the supervisor's permission. If you do have the supervisor's permission, please do not do homework at your work station; the cafeteria or break room are more appropriate locations for homework. Co-workers observing your behavior may not know that you have the supervisor's permission regarding homework assignments nor are they familiar with your work schedule.
- **Office Problems:** Problems encountered in the workplace should be discussed first with your supervisor. If additional assistance is needed, please bring the matter to the GPSI director. It is good policy to discuss workplace difficulties with the supervisor or GPSI director before allowing the situation to interfere with your work performance.
- **Academic Dishonesty:** Academic dishonesty is not tolerated by the University of Illinois at Springfield or by the GPSI program. Any GPSI intern found guilty of academic dishonesty, as defined by the University in the Student Handbook, may be terminated from the GPSI program. The GPSI tuition waiver for the term in question will be null and void, and the intern will be held responsible for all tuition charges for the academic term.
- **Sexual Harassment:** The University of Illinois at Springfield does not tolerate sexual harassment or harassment in any form. As university employees all GPSI interns are entitled to work in an environment that is free from all forms of harassment. If you feel you have been harassed in the workplace or in a GPSI seminar class, we encourage you to report the matter to your placement supervisor and/or the GPSI director. Interns are encouraged to come forward for support, guidance, and intervention. Complete information on the UIS Sexual Harassment Policy is located on the UIS Access and Equal Opportunity website at www.uis.edu/aeo.
- For additional information regarding UIS student policies – please refer to the UIS Student Handbook at <http://www.uis.edu/studentaffairs/handbook>.

JOB DUTIES

It is very important that you determine in the early days of your placement what is expected of you on the job.

- Ask your supervisor for clarification and guidance about specific job assignments, projects, task deadlines, scheduled breaks, office routines, and daily duties. Duties need to be based on the position description developed by the agency for your position.
- Ask specific questions. Supervisors prefer that interns ask for clarification and guidance if job tasks and responsibilities are not clear. The person to ask about job-related tasks is your supervisor, not your co-workers.
- If you are given a project or work assignment with a deadline – it is just that – a deadline. Deadlines are usually not flexible. If you find that you cannot make the deadline, it is imperative that you discuss the matter with your supervisor.

TEAMWORK

It is crucial to your success as a GPSI intern to have a positive “can-do” attitude. Agencies expect interns to be team players. What does it mean to be a team player?

- It means that, if asked, you are willing to perform duties that may not be in your official job description. Confident professionals pitch in to help with support staff tasks like envelope stuffing, answering the phone or filing to get a project completed.
- If, however, you are consistently asked to do tasks that are not in your internship job description, please discuss the situation your supervisor and with the GPSI director, if necessary.

ALCOHOL AND ILLICIT DRUG USE

State of Illinois agencies have very strict rules against drug use and alcohol consumption in the workplace. Never use drugs or consume alcohol at work.

UIS COUNSELING CENTER

UIS has a Counseling Center in the Human Resources Building. Counseling services are free of charge and confidential. For additional information, please visit the counseling website at <http://www.uis.edu/counselingcenter>.

GPSI SEMINAR

As a means to help interns integrate academic knowledge and work experience, all GPSI interns are required to attend and to participate in PAD 461 Organizational Environment in the Public Sector. The one credit hour class is offered for the fall term. The GPSI seminar is coded in the University course schedule as courses in the Masters in Public Administration program (PAD). Some academic programs permit interns to apply GPSI seminar credit towards degree requirements for graduation. Please check with your academic advisor on this matter. GPSI seminar classroom hours do not count towards weekly agency work requirements. It is your responsibility to register for PAD 461 prior to the start of the fall term.

PROFESSIONAL DEVELOPMENT

GPSI interns are allotted \$300 per contract year for professional development. Professional development funds may be used in a variety of ways that broadens the intern's professional growth. Professional development expenditure requests for the current contract period must be received in the GPSI office by May 1, with all related professional development activities completed by June 30.

- **Definition of Professional Development:** For the use of these funds, professional development is defined as having a direct relationship to the intern's academic major, GPSI goal statement, and/or internship placement.
- **Approved Expenditures:** Approved professional development expenditures include: Local/state/national conference registration fees, membership to professional organizations, subscription fees for professional journals, newsletters, publications, professional certification examinations, books and work related travel. Interns are permitted to purchase software applications relevant to their academic major or GPSI goal statement. If, for any reason, the software needs to be returned to the vendor – the student assumes responsibility for the return process and applicable shipping charges.
- **Non-approved Expenditures:** Professional development funds cannot be used for the purchase of liability insurance, newspaper subscriptions, health insurance, course-related textbooks, PC hardware, PC memory and system upgrades, PC and/or printer peripherals, photography equipment and other high-end technology, or work-related expenses such as parking, interview attire, or transportation to the worksite.
- **Supervisor Requests:** It is appropriate for intern supervisors to request that interns use professional development funds for work-related travel. Since the placement agency is the source of the professional development funds and the position, in and of itself is considered a professional development experience, supervisors have the right to make the request.

APPROVAL AND REIMBURSEMENT PROCESS

- All professional development expenditures must be pre-approved by the GPSI director.
- You must send an email message to the GPSI director, providing your name, date, rationale for use of funds, event information, cost information, and any relevant supporting documentation. If the request is for books, it must include the title, author, publisher, and ISBN.
- If the request is related to an event that requires travel and/or absence from the workplace, the memo must outline the plan discussed with the supervisor to make up the hours, and the supervisor must sign the memo. Request for travel reimbursement must be approved prior to departure – no exceptions.
- If the request is for a subscription or membership dues, you must also submit a copy of the completed registration/application form(s).

- If the request involves travel, you must make an appointment with Sharon Heflin, Office Manager (PAC 514), immediately after returning from the trip to begin the reimbursement process. Travel reimbursement must be processed within sixty (60) days upon completion of the travel.
- The memo and all supporting documentation must be mailed or delivered to the Office of Graduate Intern Programs, University of Illinois at Springfield, One University Plaza MS PAC 514, Springfield, IL 62703-5407.
- You will receive email notification via email from the GPSI office regarding the status of your request and/or reimbursement. Please allow two weeks for expense reimbursement. Professional development activities cannot exceed the balance in your professional development account, which is maintained in the GPSI office located in PAC 514.
- Professional development activities or purchases will not be reimbursed without prior approval from the GPSI director. For approval, please email Kim Hayden at khayd1@uis.edu.
- The GPSI office prepares all University invoices for reimbursement, which are then processed for payment on the Urbana-Champaign campus. Reimbursements are either direct deposited to your account, or applied to your University student account if you have an outstanding balance.

USE OF AGENCY VEHICLES

The State of Illinois Auto Liability Self-Insurance Plan that covers state agencies extends to cover GPSI interns as long as interns are driving the state vehicle as a part of state business for the placement agency. The position description on file in the GPSI office must state that you are required to drive an agency motor pool vehicle in order to fulfill your intern duties. Before operating an agency motor vehicle you or your supervisor must call the GPSI director at 206.6155 to confirm that the use of the vehicle is noted in the position description.

UNIVERSITY TRAVEL POLICIES

Receipts are not required for expenses \$10.00 and less (i.e., tips, luggage handling, highway tolls, etc.). Original receipts for items more than \$10.00 must be attached to the travel voucher when it is submitted for reimbursement. When requesting travel reimbursement, you must submit a memo documenting the date and time of departure and the date and time of your return to the campus or your residence. If travel involves conference participation, a copy of the registration brochure must be submitted for reimbursement.

- **Per Diem Travel:** When the cost of meals for approved seminars, conferences, or professional development meetings are included in the registration fee, or are otherwise provided, the cost must be deducted from the applicable per diem rate for the day. Reimbursement cannot include both meal allowances and per diem. Please call Sharon Heflin at 206.6158 to regarding the current meal deductions.
- **Lodging:** To be reimbursed for overnight lodging you must submit an original hotel invoice, in your name, showing .00 balance due. Credit card receipts do not suffice. Before scheduling your hotel accommodations – please call Sharon Heflin in the GPSI office at 206.6158 to obtain the current maximum allowable reimbursement rates for hotels. The rate does vary by state and between downstate and Cook County/Chicago Metropolitan areas.
- **Per Diem Allowances:** Per diem is paid for travel that includes overnight lodging or is 18 or more continuous hours. The per diem allowance is \$28.00 per day.
- **Mileage:** If you travel using your personal vehicle, mileage is reimbursed at the current State of Illinois rate of 50.5 cents per mile, effective July 1, 2008.
- **State Vehicles:** If you use a state vehicle for travel, you are not eligible for mileage reimbursement.

JURY DUTY

GPSI interns are eligible for approved leave with pay for the duration of jury duty and may retain funds paid to them in compensation for such duty. Jury leave is arranged between the intern, the placement supervisor, and the GPSI director. Interns do not have to use banked hours or make up hours missed for such duty.

INCLEMENT WEATHER

During the regularly scheduled work day GPSI interns are required to report for work as scheduled if the agency is open for business. Interns who cannot report to work or decide to leave work early due to inclement weather must use banked hours or personal leave hours to cover the absence.

If the campus is closed and/or classes have been cancelled, interns must still report to the agency as scheduled if the agency is open for business.

FINAL POINT

As a GPSI intern, you are a representative of the University of Illinois at Springfield, Graduate Public Service Internship Program. You are in the process of becoming a professional in your field – you are creating your life and future career. Interns who give this internship their best effort will find that it can be a valuable resource to facilitate one's unique life path.

ALWAYS REMEMBER – WORK HARD, WORK SMART, HAVE FUN!