

Internship 95: October – December 2019

43 students recruited

26 students completed – 16 Different Majors

Internship 95 expands student knowledge and skills in an area related to their college major. The internship was structured to prepare students for the GIG economy. Using the CCC MakerMatic internship model (cccmaker.com) students were assigned tasks related to contracted events such as the 5th Rocklin Mini Maker Faire, Reinvent the Runway recycled fashion show and the Holiday Maker Night at the Hacker Lab Powered by Sierra College. The managing supervisor was Valaine Hoffmann and Associates, a consulting company in Loomis, under the supervision of Site Mentor Valaine Donaghue. Students gained skills in project management, time management, setting priorities, problem solving, critical thinking, customer service, and working together as a team.



The internship was preceded by a 24 hour noncredit Business 0800 21st Century Skills (New World of Work) Class taught on the Rocklin campus. Twenty-six students increased their skills in the 10 most requested areas from business and industry: Adaptability, Self-Awareness, Digital Fluency, Communication, Collaboration, Empathy, Analysis/ Solution Mindset, Resilience, Entrepreneurial Mindset, Social Diversity. Two hundred and sixty New World of Work digital badges were awarded (10 per student) through the Foundation for California Community Colleges.

The interns also attended a ‘deep dive’ LinkedIn workshop where they created a LinkedIn profile, updated their resume and began a working portfolio. The interns created business cards to distribute to prospective employers, professors and clients, and received a professional photograph to include on their LinkedIn page and to use in their professional profile.

Descriptions of interns are included as well as a student survey summary.



BUS 0800. New World of Work - 21st Century Skills

26 students completed the noncredit course

260 Digital Badges awarded

Hours: 24 lecture

Interactive lessons in transferable skills all modern workers need for success in the global economy. Topics included: Adaptability, Analysis/Solution Mindset, Collaboration, Communication, Digital Fluency, Entrepreneurial Mindset, Empathy, Resilience, Self Awareness and Social/Diversity Awareness.





Barbara Church

Major: Illustration and Graphic Design

Certificates/Degrees: Broadcasting and Cinema, Game Development, Intern;
Arts Council of Placer County

Self Description: Positive, Happy, Creative, Helpful, Caring

Barbara has an interest in children's story telling. She was assigned to a small group to trouble-shoot and assemble a project that was delivered to the Rocklin Mini Maker Faire (RMMF) with very little instruction. The group viewed the instructional video in advance but it was very different from the actual project. Not only was she an integral part of the group, but this gave her an opportunity for some 8 hours to interact with hundreds of children and gain both knowledge and experience of communicating with children of all ages, giving invaluable insight for future children's books in both content and illustration.

"Everything that I have learned in the setting and design of this program has helped me to grow in more than one way. This skill, among all of them, is just getting me prepared for what I will or might have to deal with in the working field and in any kind of relationship."



Cheyenne Porter

Major: Business/Marketing

Certificates/Degrees: AS Social Behavioral Sciences

Self Description: Perfectionist, Team Player, Compassionate, Motivated,
Creative

Cheyenne is a natural organizer and process developer. As a result, she implemented all ten 21st century skills over the course of her internship and documented specific situations in which they were used. Cheyenne was placed in a position of authority in her role as Intern Coordinator for RMMF. In that position she was responsible for the safe keeping and distribution of City Of Rocklin computer tablets for check in procedures at the gates, scheduling and the distribution of all supplies and equipment to include Sierra College Walkie Talkies and to assist the RMMF Manager. In an unexpected turn of events that affected internet connectivity, she quickly made adjustments, distributed hundreds of paper copies to all of the entrance gates, and reassigned personnel to serve RMMF guests.

"I decided to launch my own product marketing business. I was able to work on a business plan, make business cards and tailor a LinkedIn profile to my new endeavor utilizing the LinkedIn, resume and Business Card Workshop to take beginning steps in my marketing business. As a result, I was contacted by a family acquaintance to design a marketing campaign for their lake resort and new restaurant!"



Christine Kay

Major: Business Administration

Certificates/Degrees: Virtual Office Professional and Administrative Professional

Self Description: Patient, Hard Working, Organized, Enthusiastic

Christine is a very organized and detail oriented individual. She was the perfect candidate for managing guest services at the Rocklin MMF and the ticket table at the Holiday Maker Night at Hacker Lab powered by Sierra College. We needed individuals that had experience dealing with the public and money handling skills. Christine worked with an Associate Dean and another intern. In addition to handling and securing money, Liability Waivers were collected for every participant including children. Christine created an efficient process and enthusiastically welcomed guests at the event.

“I would say that Collaboration and Communication helped a great deal as there were so many people working on many different projects and stations. I was impressed with how smoothly everything went, and I think working as a solid team helped with that. If people needed help they asked, but if there was not a specific task to work on, people joined in and helped wherever needed at the moment. I enjoyed learning about all of the New World of Work modules, but I believe that Analysis/Solution Mindset and Entrepreneurial Mindset, as well as Adaptability and Resilience modules were the most beneficial to view. These are skills that I am constantly working on and trying to improve.”



Cole Smith

Major: Mechatronics

Certificates/Degrees: None

Self Description: Hard Working, Honest, Nerdy, Loyal, Rough

Cole was the ‘go to guy’ for just about anything. His amazing work ethic and “can do” attitude was a great asset as a member of a team, as a trouble-shooter and as a project coordinator. Cole had a very involved schedule with work, school and this internship. He was an excellent time manager and prioritized exceptionally well. He has an entrepreneurial mindset in everything that he does. I am quite sure that his employer recognizes and appreciates this trait in his work ethic on the job.

“Adaptability: At no point during this internship was I doing the same job on the same day. Sometimes I would be switched to multiple different jobs throughout the day. If you don’t adapt, you will get whiplash by the end of it!! On the day of the Maker Faire, I was posted at the entrance to help visitors sign in, then I was moved to help run a station and by the end of the day, I was running the Help Desk. Because I have a job, other classes and this internship as well as a final project due, I had to cope with the pressure! I prioritized my commitments accordingly: Class, Internship, begging my boss for days off!”



Edward Harimoto

Major: Photography/Videography

Certificates/Degrees: None

Self Description: Considerate, Patient, Open, Responsible, Happy

Edward was the project photographer. His first assignment was to attend a brainstorming and development session at Parallax Electronics where 30 high school students from Rancho Cordova High School assembled to design and create an entry for the Reinvent the Runway Fashion Show. In the midst of his assignment, he saw team members struggling with their entry. Edward put his camera equipment down and let them know that his middle school robotics team had been very successful, and that he might be able to help. Without doing it for them, he made suggestions and the students implemented some of his ideas. It was such a pleasure to see the final collaborative project from the high school students! Edward shared his Collaboration, Communication and Empathy skills in that one gesture of goodwill.

“During my experience, the skills I used were Communication, Collaboration and Analysis/Solution Mindset. While shooting and recording events, I needed to “up” my communication skills. Talking to my Site Mentor was key during the whole internship. She was there whenever I needed her. With Collaboration, I worked with other “content creators” to get the job done efficiency. Sending files to the team and getting feedback while doing the work made it easier while getting things done the right way. Using Analysis/Solution Mindset skills, I figured out how to get my job done without constant asking for help. While running my business Harimoto Expressives, I deal with multiple challenges such as money, clientele reviews etc. Strengthening my Entrepreneurial mindset gave me the boost of energy to understand what I am getting myself into and how to deal with it.”



Fatima Ardon

Major: Psychology

Certificates/Degrees: None

Self Description: Sarcastic, Rude, Straight Forward, Direct

Fatima excelled in written communication but struggled with verbal communication when she began her internship. She was resistant to forming an online or social presence, but with guided support successfully completed a LinkedIn account. Fatima worked with young children at the Holiday Maker Night, as teaching by seeing and doing was one of her strengths. She ended her internship with confidence and skills to help her in her professional and personal life.

“I was surprised to learn how much LinkedIn has changed in the past 10 years; it was refreshing. I uploaded my new and updated resume and included my new 21st Century Skills. I noticed an immediate increase in action on my profile page. I found friends that now own businesses and we started a re-connection for possible collaboration in the near future. I have given my business cards to some of my peers and we have committed to keeping in touch in the future. From friends that own businesses, we started a line of communication for future collaboration in the field of Hospitality and Tourism. It all began because my LinkedIn page and profile was updated, more complete and reflected my new skill sets.”



Harpreet Sawhney

Major: Graphic Design

Certificates/Degrees: BA Fine Arts

Self Description: Energetic, happy, motivated, punctual, multilingual

Harpreet was always available to step in and help whenever needed. She overcame many cultural obstacles with her family in order to participate, as activities and tasks that would normally be hers to accomplish at home suddenly became the responsibility of her husband and son. Harpreet is an accomplished artist and calligrapher who takes great care with her work. She learned how to allow others to enjoy their attempts at art and art projects without imposing personal standards of performance. Harpreet learned to be humble in her networking with others and to use her skills in Empathy to communicate more carefully and successfully with others.

“To shift a mindset is so important to get hired and keep a job; self-awareness of one’s strengths and weaknesses, as well. Empathy is by far the most important to me because you put yourself in someone else’s shoes to fully understand their position. I learned that there is strength in numbers and that you have so many different ways of listening and learning about how other personality types process information.”



Jarod Heath

Major: Engineering

Certificates/Degrees: Welding, Machining, Drafting

Jarod learned to embrace teamwork and creative ideas by others, and make room for alternative ways of accomplishing tasks. . With guidance and support, Jarod supported the design and fabrication of an entry for the Reinvent the Runway Fashion Show that was both scientific and artistically creative. Jarod adjusted his very busy work, study, family and internship schedule to accommodate all of his obligations in a timely manner.

“Communication is key! This internship helped me with a several group projects this semester. I had a Business project to manage where I had to consider all views and opinions. There is no “I” in “Team. In my job, I usually finish three orders per day at work. When we got an order for nine jobs, I was determined to finish four to five jobs per day so we finished the order in two days!”



Jonathan Karabinus

Major: Business Administration

Certificates/Degrees: None

Self Description: Determined, dependable, adaptable, confident, leader

Jonathan is a born leader and communicator. He brings structure and organization to every situation with ease and confidence. His experience as a student worker in the New Student Orientation Department at Sierra College has strengthened transferable skills in any working situation. Jonathan assisted with various projects, including helping the professional photographer. Working with parents and children was out of Jonathan's comfort zone, yet he streamlined the process and communicated in a manner that made guests feel comfortable and heard. The photographer said that she had never had such an efficient assistant!

"My Communication skills show that I'm good at working with individuals and in teams. Employers will know that I am capable of handling tough situations. Collaboration helped me work with other students in group projects and delegate responsibilities, and helped us share ideas. I also strengthened my leadership skills and I learned how to plan more efficient processes such as working with tour groups or dealing with presentation changes."



Karun Handa

Major: Managerial Economics/Business

Certificates/Degrees: None

Self Description: Intellectual, headstrong, ambitious, obsessed, social

Karun learned that Collaboration, Adaptability, Empathy and Entrepreneurial Mindset skills were key to a successful internship experience. Leading the soldering station at an event, Karun enjoyed his assignment and took pride in managing an accident free zone. Karun became a very fluent conversationalist and learned to listen to and accept others opinions and views.

"I am better able to work in a team setting or a leadership position where I need to communicate with others. I am much better at talking to strangers and making connections now. I know now how to sound more professional on LinkedIn and in online platforms. I've learned a lot about my strengths and weaknesses and am more confident. I've learned to work with people of different ages, genders and ethnicities. I learned that prioritization, time management and scheduling are of utmost importance."



Kean Lard

Major: Business Administration

Certificates/Degrees: None

Self Description: Personable, Confident, Hardworking, Driven, Adaptable

Kean was a positive example to the other interns. He showed resilience and perseverance throughout this project with a positive attitude and commitment.

"I feel I utilized analysis/solution mindset, adaptability, and communication the most. The work wasn't hard but it required me to think on my feet and take charge. These skills are strengths in any marketplace and having them helps me to keep cool in stressful situations. I can now take a moment to step back, assess the situation and come up with a solution that benefits all parties. I learned that almost anywhere you go, you need teamwork skills to succeed. Adaptability was key; I wasn't told what my position would be beforehand so I had to go in ready to do anything. When my station had used all of its materials, I adapted and went off to assist the other work stations."



Linda Hsu

Major: Mechatronics

Certificates/Degrees: BFA, Basic Electronics

Self Description: Curious, enthusiastic, positive, reader, reliable

Linda is an experienced listener, communicator and collaborator. She soon became the "go to" intern for any logistical problem or situation. Linda was able to identify and solve many issues before they even had time to become problems. She was an effective team member and practiced leadership skills on a continual basis. Regardless of the task, Linda addressed everything with professionalism and enthusiasm.

"During the Mini Maker Faire and the Holiday Maker Night, I worked closely with fellow interns to meet project demands. Many of these demands were not planned or forecasted, so we had to COMMUNICATE with each other and we COLLABORATED closely in order to ADAPT to each situation. We used ANALYTICAL SOLUTION MINDSET and thought as ENTREPRENEURS to solve problems. Since the interns are different ages, social, and racial backgrounds, we all needed to practice SOCIAL AWARENESS and EMPATHY. I believe that ENTREPRENEURIAL MINDSET was the most important shift for me; I learned to be flexible, adaptable and willing to do anything to achieve project goals I work hard like I'm the boss! I feel the Entrepreneurial Mindset can be best demonstrated in discovering needs and move quickly to fulfill them."



Makenzie Mayes

Major: Anthropology

Certificates/Degrees: None

Self Description: Friendly, responsible, eager, diligent, honest

Makenzie exhibited resilience from the very first day, when her application was delayed. Makenzie became a very effective communicator, and showed that she was eager to help and to create a team environment.

At the Rocklin Mini Maker Faire, we used iPads for guests to sign waivers digitally. We had to troubleshoot the use of the public Wi-Fi and ended up using our cell phones as hot spots in order access the software program. After my station at Gate 4 closed, I helped wherever I was needed including giving booth vendors a break and selling tickets to the fashion show. Things always go wrong; being flexible gets the job done and I learned how a good team can be effective.



Michael Concepcion

Major: Physics

Certificates/Degrees: None

Self Description: Honest, objective, intelligent, friendly, bold

Michael's enthusiasm and "can do" attitude is infectious - he is a leader and can be counted on to perform his job with excellence and enthusiasm. Michael had great communication skills, serving as a "conduit" between the introverts and extroverts in the internship cohort.

"I used communication skills in greeting and signing people into the Rocklin Mini Maker Faire gate. Communication is the most important skill to me because I manage a very successful club on campus. I had to use this skill to inform members on the happenings around school. Each time I had to sign people in at the MMF, I had to either use Google Forms on the iPad or use a paper form. I had to be proficient with Google Forms to run the gates proficiently. I used Digital fluency to accomplish this goal. I used Resiliency every time I had to help guests and give excellent customer service."



Michelle Perry

Major: Social Work

Certificates/Degrees: None

Self Description: Positive, Optimistic, Radiant, Intelligent, Bright

Michelle became a leader early on. Her dedication and consistent communication skills made her extremely valuable. Michelle exhibited many entrepreneurial traits during the internship. She treated each and every project as if she was a business owner.

“During the Mini-Maker Fair, I responded to the call of flexibility, patience and teamwork as we adjusted to working with multiple booths and tables with short notice, and running out of supplies and needing to adjust. The Holiday workshop was a phenomenal example of what I learned from our Business 800 course, including learning styles and personality types, how to use social media for networking and building connections, providing information to guests. I gained a sense of ownership and a feeling that we are part of a collective goal. On many occasions, I was proactive in my work and accomplished solutions without supervision. I made many new friends of all ethnic groups and cultures, many that I connected with on LinkedIn and continue to remain close.”



Paris Shepherd

Major: Business/Computer Information Systems

Certificates/Degrees: None

Self Description: Caring, willing, mom, understanding, motivated

Paris demonstrated professionalism and enthusiasm during her internship. She was an outstanding communicator and her problem-solving and leadership skills were an asset to every project. Paris grew as a leader and as a team member with every new challenge that came her way.

“Communication and Collaboration are very important because if you can’t communicate then you can’t collaborate and in order to do any job successfully you need to know how to do both very well. In order to pull off huge events, you have to be able to adapt to any situation that may occur during the event. Communication is really important because, without it, everything you are trying to accomplish can make simple tasks difficult. I am usually very quiet in class and I didn’t know how to collaborate with other people very well before this internship. I had a class group project this semester and usually I would do my part and let the rest of the group take charge, but this time I didn’t just fall into the background. I actually took the time to communicate and collaborate with my group and we received an “A” on our class project.”



Peter Pimentel

Major: Network Cyber Security

Certificates/Degrees: None

Self Description: Nice guy, fun loving

Peter's military experience was definitely a plus when it came to scheduling and attendance. Peter was always early and focused on getting the job done. Peter was able to interact with his teammates in a professional and efficient manner. He always remained on task and took pride in his work.

"I learned that by collaborating with people it helps set tasks in a timely manner. I can benefit a future employer because I can adapt to change and communicate with a team to get a project done, and am resilient. While leading a project at the Holiday Maker Night, I had to teach kids how to use a soldering iron. I was totally out of my comfort zone because I had to keep the kids from burning themselves, so I explained very carefully how to be safe and showed them how to use the tool safely."



Pratik Davey

Major: Business Administration

Certificates/Degrees: None

Self Description: Calculative, spontaneous, task-oriented, critical to detail, analytical

Pratik brought his computer skills to the value of each project. Along with another intern, Pratik researched and selected a cloud-based software to register guests at the Rocklin Mini Maker Faire. Pratik is a critical thinker and problem-solver extraordinaire. It is clear that Pratik will be a successful businessman as he pursues future careers.

"I now work better with people. Most jobs require more than one person per task. I was assigned an unreliable partner in my Accounting class. However, I was able to work with him to earn an A+ project, despite our differences. Working with people is hard, but it can be made easy by being open-minded. Everything is an opportunity to improve or worsen. My job in retail requires me to improve every day. I can identify the right parameters to effectively help shoppers while driving sales and improving their day."



Ray Atnip

Major: Advanced Manufacturing

Certificates/Degrees: MIG Welding, TIG Welding, Cabinetry

Self Description: Student, Business Owner, Craftsman, Traveler, Maker

Ray is an accomplished Craftsman and Maker. His artistry and craftsmanship led a team to make the Grand Entrance for the Rocklin Mini Maker Faire in 2018. This year he led a team to assemble and disassemble the Grand Entrance, and used his leadership and collaborative skills to help advance all projects. Ray served as a role model and mentor to other interns. His problem-solving skills were accessed in the planning and development of each project.

“I learned that age is not an indicator of how willing someone is to work and do a good job. There is always more than one way to do a job, but it has to be approached from an efficiency standpoint. It isn’t profitable to work without a plan. Getting all of my tools and materials and space for my workstation set up was key. We were an integral part of the execution of two successful community events.”



Samantha Hayes

Major: Business Administration

Certificates/Degrees: None

Self Description: Open Minded, empathetic, strong, stubborn, listener

Samantha excelled at problem-solving skills and was an important resource for the internship group. She simultaneously managed her family, job, class load and internship responsibilities. Samantha is a leader and solutions finder. She successfully collaborated with her teammates and served both the College and the community.

“Jobs are forever changing and without these skills you may not move forward if you cannot show adaptability and resilience. If you’re not self-aware, you will fail from not knowing your strengths and weaknesses. Without collaboration, you might find yourself either doing all of the work by yourself or not doing anything to help get the job done. Two people do not make a team and if there is a bad link, it is important to find a spot for them without putting them down. I used Empathy when I saw how hard everyone was working, so I encouraged other interns to take a break if they were stressing, The Holiday Maker Faire was out of my comfort zone; I dealt with it by putting on a smile and waiting until it was over. I am an introvert and used the experience as a way to help me move beyond a huge hurdle.”



Shelby Gordan

Major: Nursing

Certificates/Degrees: None

Self Description: Outgoing, responsible, attentive, stubborn, caring

Shelby demonstrated attention to detail and her organizational skills were a welcome gift. Her military training provided leadership and critical thinking skills. Shelby had a calming and protective manner; her ability to see a situation and find a solution helped to avoid several potential issues in scheduling and assignments. Shelby led by example.

"I had to adapt to handle radio communications and other logistics. I mainly ended up working with the City of Rocklin and city employees. I had to quickly establish myself with them and help wherever I could. This was collaboration at its finest. I learned that everyone is equally important in making an event happen. One person can't do everything. I have social anxiety, but when it comes to a work environment, I don't allow it to get in my way"



Yoshitomo Ishii

Major: Business Accounting

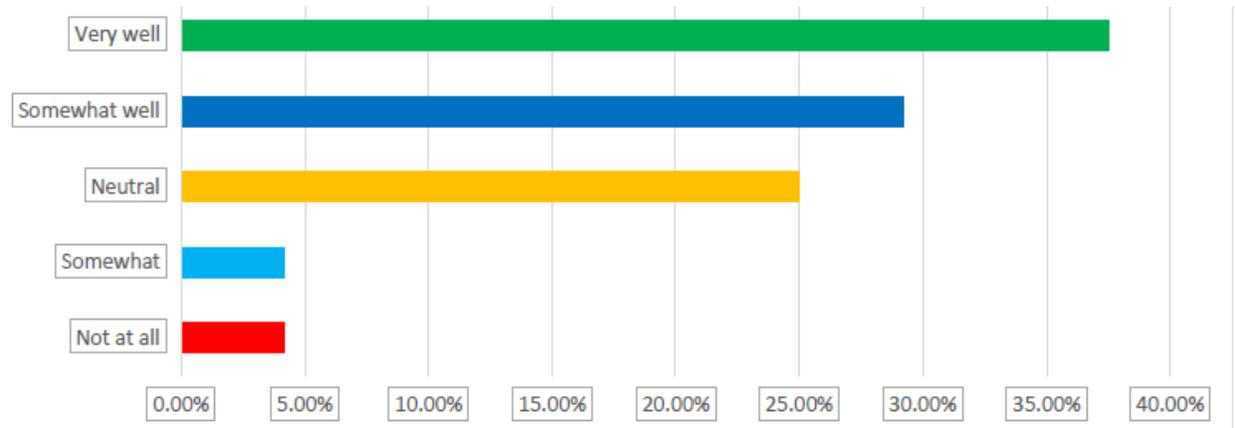
Certificates/Degrees: EMT, Accounting, Wildland Firefighter 1, Google Sheets, MS Word, Excel

Ishii always showed up ready to work and his fellow interns loved his energy. A self-described introvert, he overcame his fears while he helped to recruit more volunteers for the Rocklin Mini Maker Faire at a table in the quad. Ishii always did everything with enthusiasm and a plan.

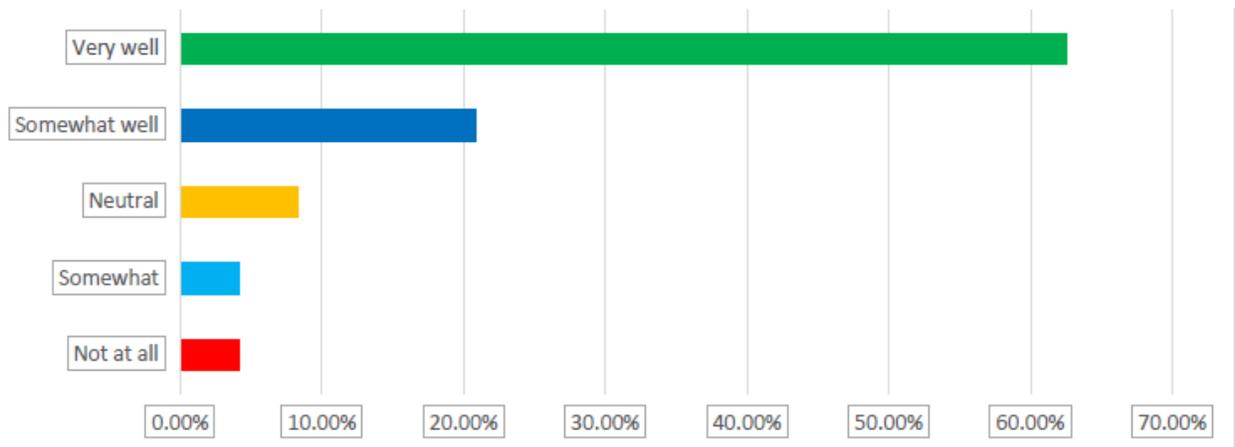
"Communication is key. I use communication to convey everything that needs to be understood by the listener in a practical way using information provided in class. I am introverted some of the time, but I forced myself to talk to people, talking to my fellow interns helped as well. I can stick to something until I succeed. The key is to persevere as you strive for success. I learned the concept of "forming, storming, norming and performing."

Post-Internship Survey (n=24)

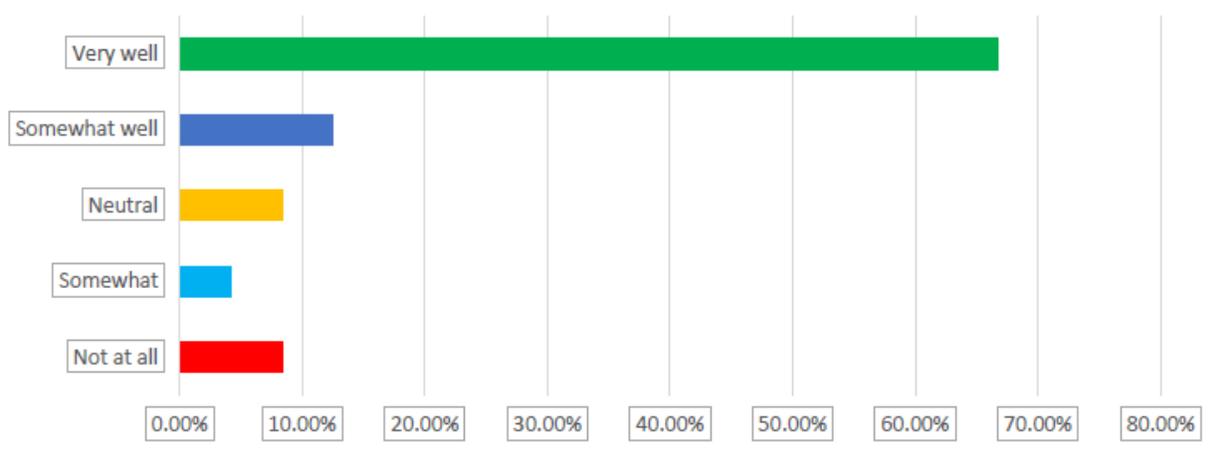
1. How well did this internship prepare you for working in the GIG economy or with contract work?



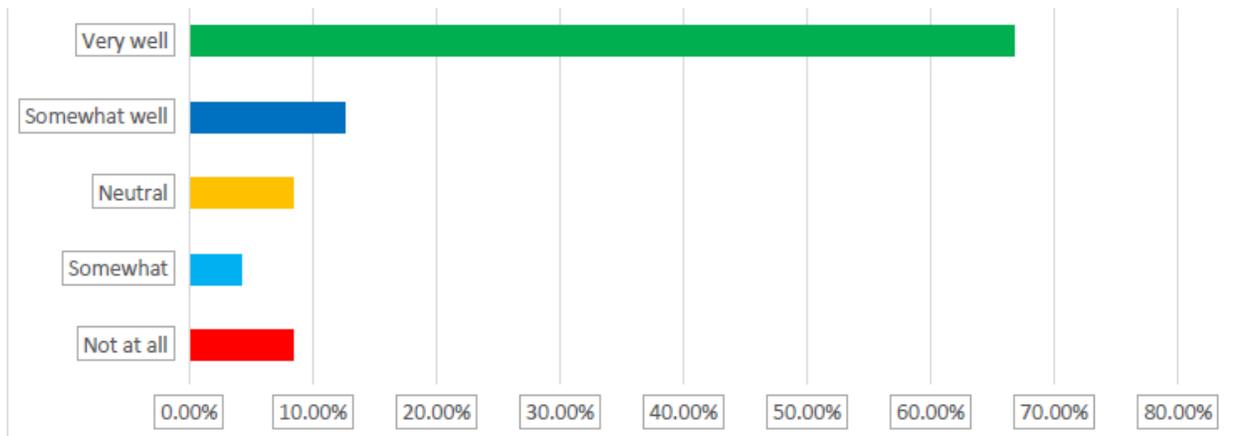
2. How well did this internship prepare you for working as part of a team on a project?



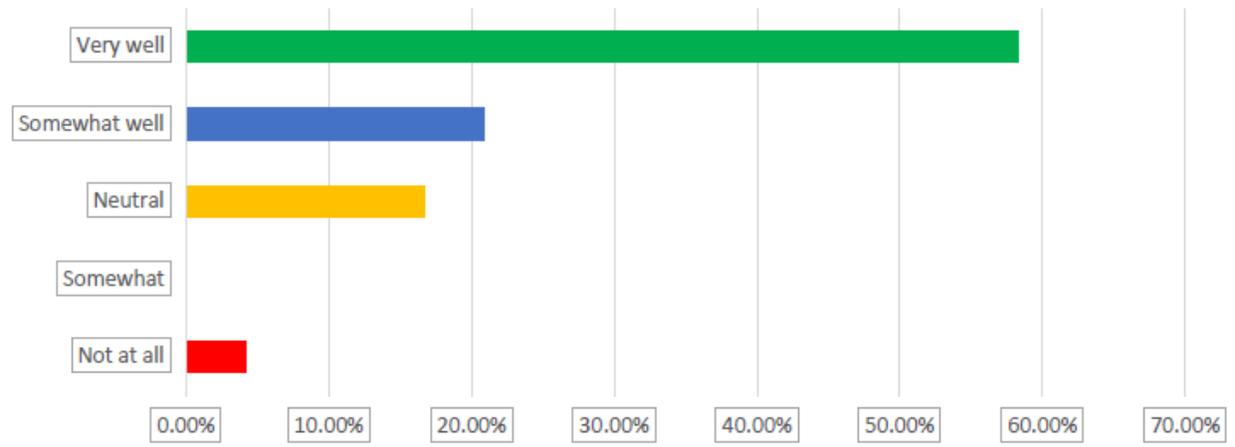
3. How well did this internship prepare you for communicating in the workplace, especially via email and text?



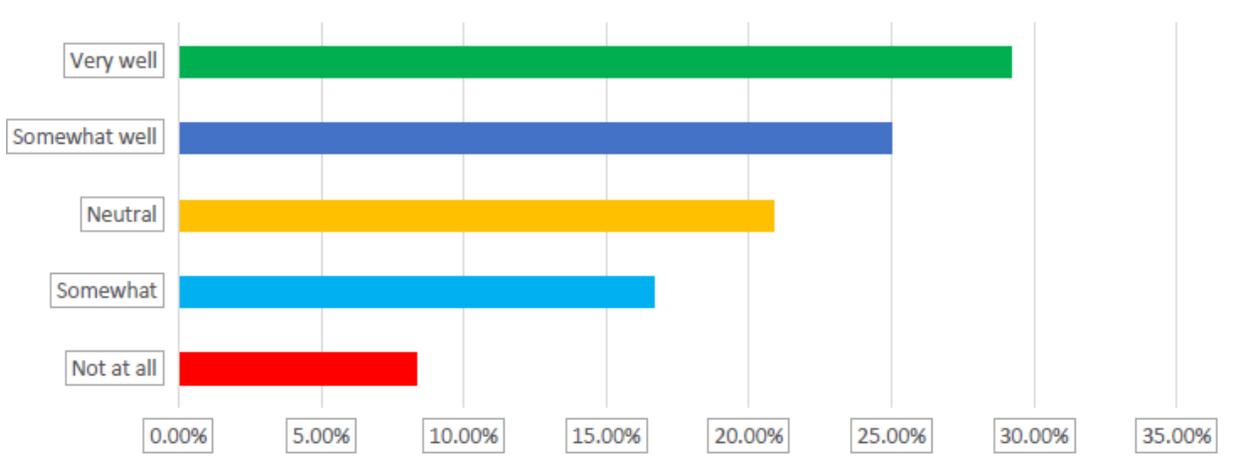
4. How well did this internship prepare you for working with a diverse group of people?



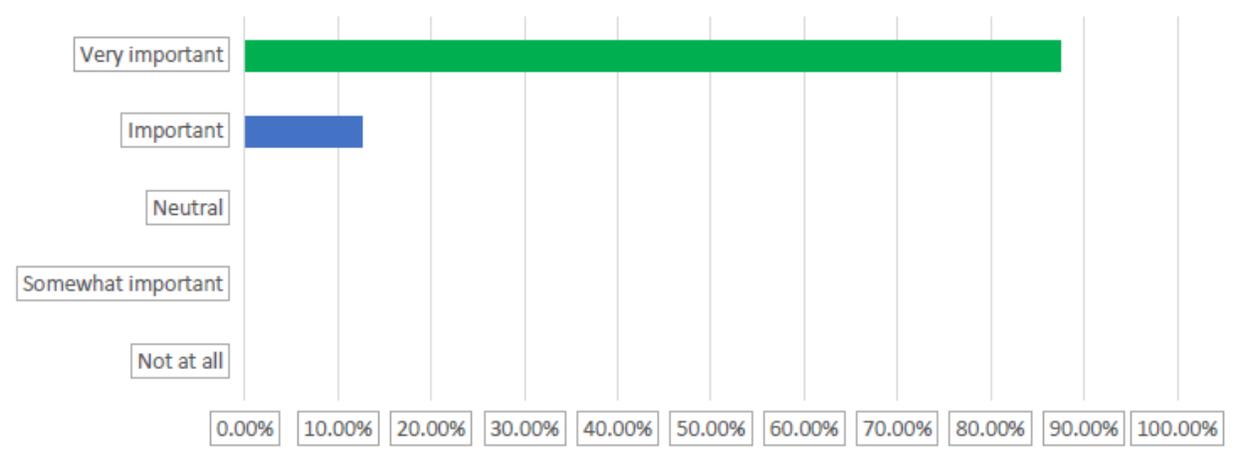
5. How well did this internship teach you time management?



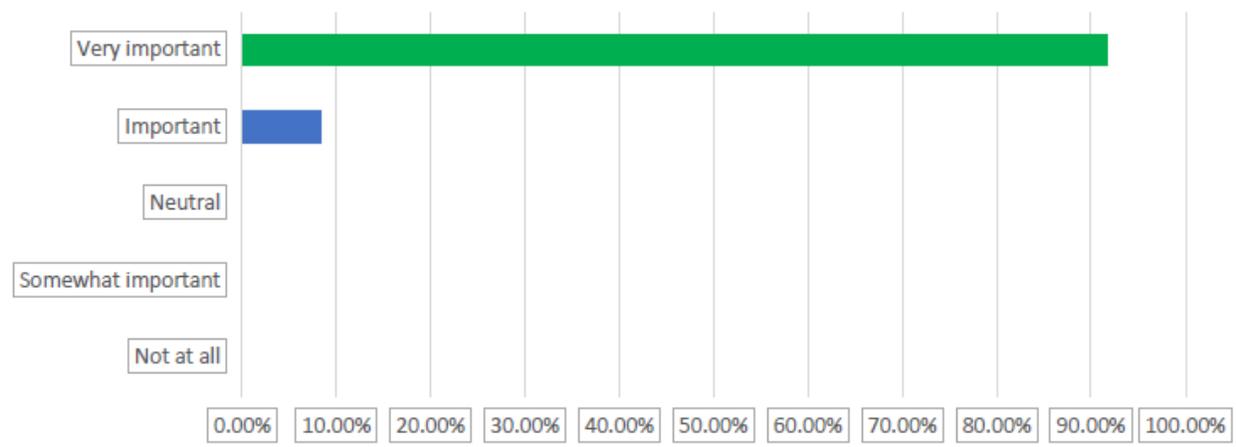
6. How well did this internship meet your expectations?



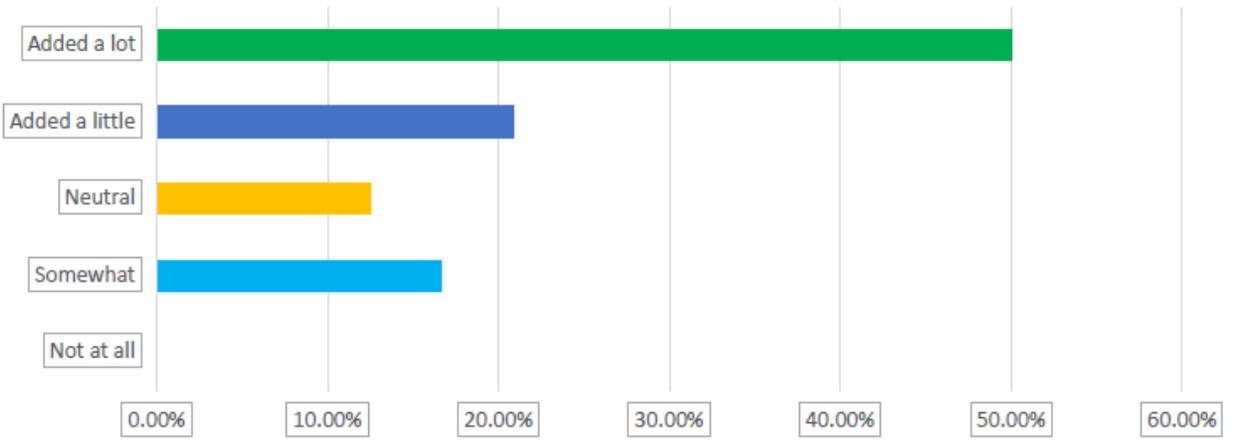
7. How important do you feel adaptability is?



8. How important do you feel resiliency is?



9. How much do you think your contribution added in the success of the events that were part of this internship?



10. How would you rate your professional growth after participating in this internship?

