

2011 ERC/NOCHE Intern & Recent Grad Pay Rates & Practices Survey

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Conducted by ERC

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About ERC

ERC is Northeast Ohio's largest organization dedicated to HR and workplace programs, practices, training and consulting. ERC membership provides employers access to an incredible amount of information, expertise, and cost savings that supports the attraction, retention, and development of great employees. We also host the nationally recognized NorthCoast 99 program and sponsor the ERC Health insurance program. For more information about ERC, please visit www.ercnet.org.

About NOCHE

Founded in 1951, NOCHE's (www.noche.org) mission is to mobilize the higher education and business communities for collective action that advances region economic development. NOCHE is leading the effort to increase college attainment in the region through the Talent Dividend and is connecting employers with college students through its signature internship program, NEOintern (www.neointern.net).

Our Collaboration

Recognizing that interns and new graduates are critical to developing a pipeline of talent for Northeast Ohio, ERC and NOCHE have once again collaborated on a survey to gather information from Northeast Ohio employers about their intern and recent graduate employment practices.

The findings of this survey will provide Northeast Ohio employers and other regional stakeholders with important information and best practices to help better develop, attract, and retain new talent to stimulate long-term growth and success for our region.

Overview

ERC and Northeast Ohio Council on Higher Education (NOCHE) collaborated to gather information from Northeast Ohio employers about their internship and recent graduate employment and pay practices. Local organizations were invited to complete the survey between March 15 and April 8, 2011. The survey, published in May of 2011, reports data from 102 organizations regarding their internship practices and pay rates. Internship practices data is reported by organizational size and industry. Internship pay rate data is reported for seven positions and broken out by non-manufacturing and manufacturing industries (other breakouts are not reported due to insufficient data). Recent graduate starting salaries are reported for 10 types of college degrees. Please note that some data contained in this report may not equal 100% due to rounding of decimals and the ability to select multiple response options.

Key Findings

- Intern pay rates have remained fairly stable in comparison to 2010.
- Most employers plan to maintain or increase the number of interns they employ in 2011. Few plan to reduce or eliminate interns.
- Sixty-seven percent of employers are in the process of hiring new college graduates.
- Respondents continue to cite that the most predominant reasons they use interns are to develop a talent pipeline, assist with special project work, test potential employees before hiring them, and obtain affordable workforce support.
- The most common benefits offered to interns include paying for or allowing interns to attend an organization's social events, rewards and recognition, and allowing use of on-site perks.
- Major, professionalism, interpersonal/communication skills, work ethic, and coursework are the most common criteria used to hire interns and recent graduates. Work experience is also commonly used to hire recent graduates.
- To support interns and new graduates, most organizations provide them with an orientation within their first week of employment, training and development, regular feedback and coaching, and access to a mentor.
- To continue to engage interns, 62% of employers say they offer employment if available and 49% say they keep in contact with the intern. The majority of employers (79%) offer at least some of their interns employment.

Employment Practices

Organizations planning to make modifications to internship programs in 2011

Figure 1 | All organizations

	All Organizations
Increase number of interns	35%
Maintain number of interns	42%
Reduce number of interns	4%
Eliminate all interns	1%
Have not hired interns	18%

Figure 1a | Industry

	Manufacturing	Non-Manufacturing	Non-Profit
Increase number of interns	21%	32%	58%
Maintain number of interns	53%	43%	42%
Reduce number of interns	0%	3%	0%
Eliminate all interns	3%	0%	0%
Have not hired interns	24%	22%	0%

Figure 1b | Organizational size

	1-50	51-250	251-500	Over 500
Increase number of interns	26%	23%	44%	54%
Maintain number of interns	45%	53%	44%	39%
Reduce number of interns	0%	3%	0%	0%
Eliminate all interns	3%	0%	0%	0%
Have not hired interns	26%	20%	11%	8%

Organizations in the process of hiring or planning to hire new college graduates in 2011

Figure 2 | All breakouts

	Percent
All Organizations	67%
Industry	
Manufacturing	61%
Non-Manufacturing	75%
Non-Profit	36%
Organizational Size	
1-50	60%
51-250	48%
251-500	75%
Over 500	100%

Primary reasons organizations use interns

Figure 3 | All organizations

	All Organizations
To develop a talent pipeline	71%
To assist with special project work	51%
To test potential employees before hiring them	45%
To obtain affordable workforce support	44%
To increase exposure at local colleges and universities	33%
To improve retention of new college graduates in Northeast Ohio	32%
To solicit creative/innovative input	31%
To provide administrative support	19%
To develop supervisory skills	8%
Do not currently hire interns	14%

Figure 3a | Industry

	Manufacturing	Non-Manufacturing	Non-Profit
To develop a talent pipeline	68%	65%	67%
To assist with special project work	53%	49%	58%
To test potential employees before hiring them	50%	49%	33%
To obtain affordable workforce support	44%	43%	33%
To increase exposure at local colleges and universities	29%	35%	25%
To improve retention of new college graduates in Northeast Ohio	24%	43%	33%
To solicit creative/innovative input	24%	35%	42%
To provide administrative support	12%	16%	50%

	Manufacturing	Non-Manufacturing	Non-Profit
To develop supervisory skills	3%	11%	8%
Do not currently hire interns	18%	16%	0%

Figure 3b | Organizational size

	1-50	51-250	251-500	Over 500
To develop a talent pipeline	65%	57%	67%	92%
To assist with special project work	52%	50%	33%	69%
To test potential employees before hiring them	48%	40%	33%	69%
To obtain affordable workforce support	55%	40%	33%	23%
To increase exposure at local colleges and universities	16%	30%	44%	62%
To improve retention of new college graduates in Northeast Ohio	29%	30%	33%	54%
To solicit creative/innovative input	29%	33%	22%	39%
To provide administrative support	16%	30%	11%	8%
To develop supervisory skills	0%	13%	0%	15%
Do not currently hire interns	16%	20%	11%	0%

Organizations that provide interns a job description with a set of defined responsibilities

Figure 4 | All breakouts

	Percent
All Organizations	82%
Industry	
Manufacturing	79%
Non-Manufacturing	91%
Non-Profit	92%
Organizational Size	
1-50	96%
51-250	82%
251-500	56%
Over 500	92%

Types of benefits offered to interns

Figure 5 | All organizations

	All Organizations
Pay for or allow intern(s) to attend organization's social events	38%
Rewards and recognition (i.e. gift cards, peer recognition)	33%
No benefits offered to interns	32%
On-site perks (i.e. cafeteria, fitness center)	28%
Pay for or allow intern(s) to attend networking events	27%
Credit towards benefits for time worked if hired after graduation	11%
Paid holidays	10%
Performance incentives (i.e. cash bonuses)	7%
401(k)/403(b)	5%
Subsidized parking	5%
Leaves of absence	4%
Bus pass or gas card	1%
Paid sick days/time off	0%
Tuition reimbursement	0%

Figure 5a | Industry

	Manufacturing	Non-Manufacturing	Non-Profit
Pay for or allow intern(s) to attend organization's social events	32%	46%	33%
On-site perks (i.e. cafeteria, fitness center)	18%	41%	25%
Rewards and recognition (i.e. gift cards, peer recognition)	47%	24%	25%
Pay for or allow intern(s) to attend networking events	18%	27%	42%
Subsidized parking	21%	27%	33%
Credit towards benefits for time worked if hired after graduation	12%	11%	8%
Paid holidays	12%	8%	8%
Performance incentives (i.e. cash bonuses)	0%	19%	0%
401(k) / 403(b)	6%	5%	0%
Leaves of absence	0%	5%	17%
Paid sick days / time off	3%	3%	8%
Tuition reimbursement	0%	0%	8%
Paid sick days/time off	0%	0%	0%
Tuition reimbursement	0%	0%	0%

Figure 5b | Organizational size

	1-50	51-250	251-500	Over 500
Pay for or allow intern(s) to attend organization's social events	42%	23%	44%	62%
On-site perks (i.e. cafeteria, fitness center)	26%	23%	33%	46%
Rewards and recognition (i.e. gift cards, peer recognition)	29%	50%	33%	8%
Pay for or allow intern(s) to attend networking events	16%	17%	44%	54%
Subsidized parking	32%	13%	11%	46%
Credit towards benefits for time worked if hired after graduation	7%	17%	0%	15%
Paid holidays	3%	10%	11%	23%
Performance incentives (i.e. cash bonuses)	16%	3%	0%	8%
401(k) / 403(b)	0%	3%	0%	23%
Leaves of absence	7%	3%	0%	8%
Paid sick days / time off	7%	0%	0%	8%
Tuition reimbursement	3%	0%	0%	0%
Paid sick days/time off	0%	0%	0%	0%
Tuition reimbursement	0%	0%	0%	0%

Other benefits provided to interns

- Mileage reimbursement, free CEU training
- Per diem when travelling, time and a half for overtime
- Steel toe shoe reimbursement, relocation reimbursement (housing/gas/food)
- Opportunities to attend organizational functions and special events
- Ability to network with the top leaders of NEO
- Interns are hired under same benefits as all other employees in the same class
- Letters of recommendation to future employers
- Opportunity for lunch with CEO

Sources used to recruit interns

Figure 6 | All organizations

	All Organizations
Job postings on college/university career center websites	61%
Job postings on college graduate/intern focused job boards or websites	57%
Building relationships with college/university professors	49%
Alumni contacts with college/university	46%
Other referrals (employees, customers, etc.)	46%
Partnerships with college/university career centers	41%
NEOintern.net	39%
Participation in college/university job fairs	38%
Faculty referrals	33%
Co-ops	27%
Social media (Facebook, LinkedIn, or Twitter)	20%

Figure 6a | Industry

	Manufacturing	Non-Manufacturing	Non-Profit
Job postings on college/university career center websites	50%	60%	83%
Job postings on college graduate/intern focused job boards or websites	41%	60%	83%
Building relationships with college/university professors	35%	57%	42%
Alumni contacts with college/university	44%	46%	58%
Other referrals (employees, customers, etc.)	32%	60%	50%
Partnerships with college/university career centers	29%	41%	33%
NEOintern.net	24%	41%	67%

	Manufacturing	Non-Manufacturing	Non-Profit
Participation in college/university job fairs	32%	35%	42%
Faculty referrals	29%	30%	50%
Co-ops	27%	14%	25%
Social media (Facebook, LinkedIn, or Twitter)	3%	35%	25%

Figure 6b | Organizational size

	1-50	51-250	251-500	Over 500
Job postings on college/university career center websites	45%	60%	67%	85%
Job postings on college graduate/intern focused job boards or websites	48%	50%	56%	85%
Building relationships with college/university professors	48%	33%	33%	77%
Alumni contacts with college/university	55%	37%	22%	69%
Other referrals (employees, customers, etc.)	42%	47%	56%	54%
Partnerships with college/university career centers	19%	33%	44%	69%
NEOintern.net	48%	23%	22%	54%
Participation in college/university job fairs	19%	30%	44%	77%
Faculty referrals	29%	27%	22%	62%
Co-ops	16%	20%	0%	46%
Social media (Facebook, LinkedIn, or Twitter)	26%	17%	22%	15%

Sources used to recruit college graduates

Figure 7 | All organizations

	All Organizations
Job postings on college/university career center websites	48%
Internships	43%
Other referrals (employees, customers, etc.)	43%
Alumni contacts with college/university	40%
Building relationships with college/university professors	40%
Job postings on college graduate/intern focused job boards or websites	40%
Partnerships with college/university career centers	33%
Participation in college/university job fairs	32%
Faculty referrals	25%
Social media (Facebook, LinkedIn, or Twitter)	20%
Co-ops	13%
NEOintern.net	12%
No active or targeted recruitment of college graduates	8%

Figure 7a | Industry

	Manufacturing	Non-Manufacturing	Non-Profit
Job postings on college/university career center websites	41%	57%	42%
Internships	35%	49%	17%
Other referrals (employees, customers, etc.)	27%	57%	50%
Alumni contacts with college/university	35%	49%	33%
Building relationships with college/university professors	32%	54%	8%

	Manufacturing	Non-Manufacturing	Non-Profit
Job postings on college graduate/intern focused job boards or websites	32%	51%	33%
Partnerships with college/university career centers	21%	38%	25%
Participation in college/university job fairs	21%	38%	17%
Faculty referrals	24%	30%	8%
Social media (Facebook, LinkedIn, or Twitter)	6%	38%	8%
Co-ops	21%	8%	0%
NEOintern.net	6%	19%	8%
No active or targeted recruitment of college graduates	9%	8%	17%

Figure 7b | Organizational size

	1-50	51-250	251-500	Over 500
Job postings on college/university career center websites	36%	43%	56%	85%
Internships	26%	40%	22%	77%
Other referrals (employees, customers, etc.)	32%	40%	56%	69%
Alumni contacts with college/university	39%	33%	44%	62%
Building relationships with college/university professors	32%	30%	44%	69%
Job postings on college graduate/intern focused job boards or websites	32%	40%	44%	62%
Partnerships with college/university career centers	16%	20%	44%	69%
Participation in college/university job fairs	16%	17%	44%	69%
Faculty referrals	16%	20%	33%	46%
Social media (Facebook, LinkedIn, or Twitter)	23%	13%	22%	31%
Co-ops	3%	13%	11%	31%
NEOintern.net	13%	13%	0%	15%
No active or targeted recruitment of college graduates	13%	10%	0%	8%

Criteria used to hire interns

Figure 8 | All organizations

	All Organizations
Major	66%
Professionalism	62%
Interpersonal/communication skills	61%
Work ethic	57%
Coursework	56%
Career goals	48%
Academic year	46%
Work experience	46%
Grade point average (GPA)	44%
Internship/co-op	35%
Projects	31%
Location of college/university	29%
Involvement in extra-curricular activities	28%
Business acumen	27%
Extracurricular activities	27%
Writing sample	22%
College/university attended	19%
Certifications	15%
Assessment/testing	9%
Study abroad experience	7%

Figure 8a | Industry

	Manufacturing	Non-Manufacturing	Non-Profit
Major	62%	62%	83%
Professionalism	62%	62%	75%
Interpersonal/communication skills	62%	65%	75%
Work ethic	53%	60%	75%
Coursework	65%	51%	75%
Career goals	47%	57%	58%
Academic year	44%	46%	50%
Work experience	44%	51%	58%
Grade point average (GPA)	41%	41%	33%
Internship/co-op	38%	30%	42%
Projects	27%	32%	50%
Location of college/university	32%	24%	33%
Involvement in extra-curricular activities	29%	24%	42%
Business acumen	24%	38%	8%
Extracurricular activities	27%	30%	42%
Writing sample	6%	32%	42%
College/university attended	18%	14%	25%
Certifications	15%	11%	17%
Assessment/testing	3%	14%	0%
Study abroad experience	6%	11%	0%

Figure 8b | Organizational size

	1-50	51-250	251-500	Over 500
Major	61%	67%	78%	62%
Professionalism	58%	60%	89%	69%
Interpersonal/communication skills	61%	67%	78%	62%
Work ethic	65%	47%	78%	62%
Coursework	68%	50%	56%	69%
Career goals	48%	50%	56%	69%
Academic year	45%	40%	33%	69%
Work experience	55%	37%	67%	54%
Grade point average (GPA)	42%	37%	44%	39%
Internship/co-op	36%	23%	44%	54%
Projects	36%	27%	22%	46%
Location of college/university	23%	33%	22%	39%
Involvement in extra-curricular activities	23%	23%	44%	46%
Business acumen	23%	20%	44%	46%
Extracurricular activities	36%	20%	33%	39%
Writing sample	42%	13%	0%	15%
College/university attended	16%	17%	11%	23%
Certifications	13%	17%	0%	15%
Assessment/testing	13%	0%	0%	15%
Study abroad experience	0%	3%	11%	31%

Criteria used to hire new college graduates

Figure 9 | All organizations

	All Organizations
Work experience	62%
Interpersonal/communication skills	60%
Professionalism	57%
Major	56%
Work ethic	54%
Internship/co-op	48%
Career goals	45%
Coursework	45%
Grade point average (GPA)	37%
Certifications	36%
Business acumen	30%
Projects	28%
Extracurricular activities	26%
Involvement in extra-curricular activities	25%
College/university attended	22%
Assessment/testing	21%
Location of college/university	15%
Writing sample	15%
Study abroad experience	7%

Figure 9a | Industry

	Manufacturing	Non-Manufacturing	Non-Profit
Work experience	56%	62%	75%
Interpersonal/communication skills	53%	68%	75%
Professionalism	53%	65%	50%
Major	56%	57%	50%
Work ethic	44%	65%	58%
Internship/co-op	44%	51%	42%
Career goals	41%	54%	42%
Coursework	47%	46%	42%
Grade point average (GPA)	41%	32%	25%
Certifications	29%	35%	42%
Business acumen	21%	43%	25%
Projects	29%	35%	17%
Extracurricular activities	24%	30%	33%
Involvement in extra-curricular activities	21%	24%	42%
College/university attended	21%	14%	42%
Assessment/testing	12%	32%	8%
Location of college/university	21%	11%	17%
Writing sample	6%	24%	17%
Study abroad experience	3%	11%	0%

Figure 9b | Organizational size

	1-50	51-250	251-500	Over 500
Work experience	65%	50%	67%	77%
Interpersonal/communication skills	65%	53%	67%	77%
Professionalism	58%	53%	67%	62%
Major	48%	53%	67%	69%
Work ethic	61%	47%	56%	62%
Internship/co-op	45%	37%	56%	69%
Career goals	32%	50%	67%	62%
Coursework	48%	33%	56%	62%
Grade point average (GPA)	42%	27%	44%	31%
Certifications	39%	20%	44%	46%
Business acumen	29%	23%	44%	46%
Projects	32%	27%	22%	39%
Extracurricular activities	26%	17%	44%	46%
Involvement in extra-curricular activities	26%	13%	44%	39%
College/university attended	26%	13%	0%	39%
Assessment/testing	16%	13%	22%	46%
Location of college/university	10%	17%	11%	31%
Writing sample	29%	7%	0%	15%
Study abroad experience	0%	3%	11%	23%

Other criteria used to hire new college graduates

- Flexible hours
- Reputation of college/university within specific field
- How much they have researched the organization before the interview.
- Company work load and project need
- Personality, will they fit in, do a good job
- Multiple interviews with members of the interviewing team
- Case studies
- Testing if position is technical in nature
- References, successful through the interview selection process
- Attitude, energy, enthusiasm and customer service skills
- Industry standards

Criteria used to determine new college graduate salaries

Figure 10 | All organizations

	All Organizations
Work experience	33%
Major	18%
Certifications	17%
Professionalism	14%
Work ethic	13%
Internship/co-op	11%
Business acumen	9%
Interpersonal/communication skills	7%
College/university attended	6%
Grade point average (GPA)	6%
Assessment/testing	5%
Career goals	5%
Projects	5%
Writing sample	5%
Coursework	3%
Academic year	2%
Extracurricular activities	1%
Involvement in extra-curricular activities	1%
Location of college/university	1%
Study abroad experience	1%

Figure 10a | Industry

	Manufacturing	Non-Manufacturing	Non-Profit
Work experience	27%	46%	25%
Major	29%	11%	8%
Certifications	12%	22%	17%
Professionalism	9%	22%	8%
Work ethic	15%	16%	0%
Internship/co-op	12%	11%	0%
Business acumen	3%	22%	0%
Interpersonal/communication skills	3%	16%	0%
College/university attended	6%	5%	8%
Grade point average (GPA)	12%	3%	0%
Assessment/testing	9%	5%	0%
Career goals	6%	5%	8%
Projects	6%	5%	0%
Writing sample	6%	8%	0%
Coursework	6%	3%	0%
Academic year	6%	0%	0%
Extracurricular activities	0%	3%	0%
Involvement in extra-curricular activities	0%	3%	0%
Location of college/university	0%	0%	0%
Study abroad experience	0%	3%	0%

Figure 10b | Organizational size

	1-50	51-250	251-500	Over 500
Work experience	36%	43%	33%	15%
Major	16%	23%	22%	8%
Certifications	19%	13%	33%	8%
Professionalism	13%	23%	11%	0%
Work ethic	10%	23%	11%	0%
Internship/co-op	10%	10%	22%	0%
Business acumen	10%	20%	0%	0%
Interpersonal/communication skills	13%	7%	11%	0%
College/university attended	3%	10%	0%	8%
Grade point average (GPA)	7%	10%	0%	0%
Assessment/testing	3%	13%	0%	0%
Career goals	3%	13%	0%	0%
Projects	10%	3%	0%	0%
Writing sample	10%	7%	0%	0%
Coursework	7%	3%	0%	0%
Academic year	0%	3%	0%	8%
Extracurricular activities	3%	0%	0%	0%
Involvement in extra-curricular activities	3%	0%	0%	0%
Location of college/university	0%	0%	0%	0%
Study abroad experience	0%	3%	0%	0%

Other criteria used to determine salaries for new college graduates

- Advanced degree
- Budget
- Candidate expectations
- Coursework
- Demand for particular major
- Double major
- Experience
- Internal process
- Job grade or range of the position applying for
- Licenses (CPA, etc.)
- Local data for similar positions
- Market
- Master's degree
- Performance
- Qualifications
- Salary surveys

Average cut-off GPAs (if GPA is used as criteria) for hiring interns

Figure 11 | All breakouts

	Average
All Organizations	2.9
Industry	
Manufacturing	2.9
Non-Manufacturing	2.9
Non-Profit	3.0
Organizational Size	
1-50	2.8
51-250	2.9
251-500	2.9
Over 500	2.9

Average cut-off GPAs (if GPA is used as criteria) for hiring new graduates

Figure 12 | All breakouts

	Average
All Organizations	3.0
Industry	
Manufacturing	2.9
Non-Manufacturing	2.9
Non-Profit	3.1
Organizational Size	
1-50	3.0
51-250	3.0
251-500	2.9
Over 500	2.9

Academic year required for internships

Figure 13 | All organizations

All Organizations	
No requirement	32%
Year 1	8%
Year 2	27%
Year 3	39%
Year 4	29%
Graduate	15%

Figure 13a | Industry

	Manufacturing	Non-Manufacturing	Non-Profit
No requirement	32%	35%	50%
Year 1	9%	3%	25%
Year 2	32%	14%	33%
Year 3	35%	35%	25%
Year 4	24%	32%	8%
Graduate	12%	11%	8%

Figure 13b | Organizational size

	1-50	51-250	251-500	Over 500
No requirement	42%	37%	22%	31%
Year 1	10%	10%	0%	8%
Year 2	23%	23%	22%	31%
Year 3	26%	30%	44%	54%
Year 4	23%	23%	22%	39%
Graduate	10%	7%	11%	23%

Organizations that recruit from the following colleges for interns

Figure 14 | All breakouts

	2-year colleges (i.e. Tri-C, LCCC)	For-profit colleges (i.e. ITT-Tech, Devry University)
All Organizations	41%	25%
Industry		
Manufacturing	29%	9%
Non-Manufacturing	43%	27%
Non-Profit	58%	42%
Organizational Size		
1-50	36%	13%
51-250	47%	27%
251-500	33%	11%
Over 500	39%	39%

Organizations that recruit from the following colleges for recent graduates

Figure 15 | All breakouts

	2-year colleges (i.e. Tri-C, LCCC)	For-profit colleges (i.e. ITT-Tech, Devry University)
All Organizations	27%	26%
Industry		
Manufacturing	21%	12%
Non-Manufacturing	35%	35%
Non-Profit	17%	25%
Organizational Size		
1-50	10%	16%
51-250	43%	33%
251-500	22%	11%
Over 500	31%	31%

Job levels for which organizations typically hire new graduates

Figure 16 | All organizations

All Organizations	
Entry-Level	92%
Mid-Level/Non-Supervisory	23%
Supervisor	4%
Manager	2%

Figure 16a | Industry

	Manufacturing	Non-Manufacturing	Non-Profit
Entry-Level	91%	92%	100%
Mid-Level/Non-Supervisory	21%	24%	25%
Supervisor	0%	5%	8%
Manager	0%	3%	8%

Figure 16b | Organizational size

	1-50	51-250	251-500	Over 500
Entry-Level	94%	93%	89%	92%
Mid-Level/Non-Supervisory	32%	17%	22%	15%
Supervisor	3%	3%	0%	8%
Manager	3%	3%	0%	0%

Organizations that provide interns with the following

Figure 17 | All organizations

	All Organizations
An orientation within the first week of employment	84%
Access to a mentor	65%
Formal training	54%
Performance evaluation	57%
Regular feedback and coaching	78%

Figure 17a | Industry

	Manufacturing	Non-Manufacturing	Non-Profit
An orientation within the first week of employment	77%	87%	100%
Access to a mentor	56%	65%	75%
Formal training	41%	57%	67%
Performance evaluation	53%	57%	42%
Regular feedback and coaching	71%	76%	100%

Figure 17b | Organizational size

	1-50	51-250	251-500	Over 500
An orientation within the first week of employment	87%	73%	89%	100%
Access to a mentor	68%	57%	67%	62%
Formal training	52%	53%	33%	62%
Performance evaluation	58%	43%	56%	62%
Regular feedback and coaching	81%	77%	78%	69%

Organizations that provide new graduates with the following

Figure 18 | All organizations

	All Organizations
An orientation within the first week of employment	72%
Access to a mentor	52%
Formal training	56%
Performance evaluation	71%
Regular feedback and coaching	71%

Figure 18a | Industry

	Manufacturing	Non-Manufacturing	Non-Profit
An orientation within the first week of employment	59%	78%	83%
Access to a mentor	38%	65%	50%
Formal training	47%	60%	67%
Performance evaluation	62%	78%	67%
Regular feedback and coaching	59%	81%	75%

Figure 18b | Organizational size

	1-50	51-250	251-500	Over 500
An orientation within the first week of employment	71%	63%	67%	92%
Access to a mentor	52%	50%	56%	54%
Formal training	48%	53%	56%	77%
Performance evaluation	65%	67%	67%	92%
Regular feedback and coaching	71%	67%	67%	85%

Types of training and development opportunities provided to interns

- All interns have been engineering related, so they work with our project engineers and receive training on projects through them
- Mentoring and supervision from managerial staff at Agency. Formal training that counts toward internship credits.
- Experiential training through structured job rotations. Formal performance objectives and performance review. Regular feedback and coaching.
- Training for the work expected in the internship itself is provided. We also train on the service offerings of our company. If an exemplary intern is graduating, and we have the appropriate opportunity open, we consider the intern a good candidate.
- First week is spent training and learning about the company and our process. Training for programs we use is also completed.
- Given internship guidelines and also do chair-sides with all employees on team to see what each employee does. HR reviews resume and cover letter at end of internship.
- Product training. Project assignment
- Shadowing senior trainers; formal staff development meetings are held weekly; one-on-one mentoring regarding program design
- New intern orientation day. Presentations regarding the program overview and training.
- One on one training with experienced staff.
- New Hire Orientation
- On the job training within business function.
- CATIA Training (Design software package), Driver's Training, any on-site training
- We have an intern specific training that focuses on our internal systems and software.
- Interns go through our on boarding process as if they were a new hire. All the curriculum and trainings a new staff would receive our interns receive the same (schedule permitting)
- Specific to the job.
- State mandated safety training
- Policy and procedures
- Equipment operation
- Both internal agency operations & policies as well as training about related community & sector work in this field.
- Company overview/orientation, product training, market overview, software training, project specifications, project history
- We hire engineering students their training is on going with a mentor and training on several types of specific engineering software.
- Interns are provided the same exact training that our full time benefits eligible employees do. We do one on one desk side, classroom and on the job training. Interns are exposed to other departments and participate in department meetings and company functions.
- The intern works with various individuals who train them for the job they will do.
- Mentoring, training with an account manager for specific fields, inclusion in company-wide programs
- They are required to work on special projects as well as learn aspects of position they are working in.
- Introduction to many types of software and other web-based tools; independent projects culminating in presentations to management; opportunities to take relevant webinars/research time during work hours; participate in department meetings
- Most of the training is done by working one-on-one with a co-worker/mentor or through directed self-study. The best training anyone can receive here is on the job through practical experience and trial / error.
- On boarding, training on specific internship project, proprietary software training

- Hands on, in house training from other employees in the same area as they will be working in.
- Depending on the position; product training is the most frequent used
- OJT, any workshops or seminars that support their work
- Insurance and financial concepts
- Intro to consulting, intro to video editing, presentation skills; technical skills needed for their job - ibm websphere commerce, Google analytics, etc.
All interns spend the first week in a formal training session where they are taught all of the systems that they will be using and the different types of work they will be handling. Interns are also assigned a 'buddy' to be their go-to person during the internship for any questions they may have. In addition to answering intern questions, the 'buddy' is responsible for helping the intern get acclimated to the company and our culture as well as get to know other employees in the company. Directors are also available to answer any questions the interns may have.
- Internal training department, mentoring program, external training events, departmental training
- Online courses, on-the-job training and networking events with other interns/co-ops
- Job training, corporate culture training, opportunities for full time employment, if available, upon graduation
- VP gears training to our ISO systems
- They received training on the task that is given to them.
- Safety, ISO, internal ERP system
- On-the-job training in computer skills, management, communication skills, organizational skills, administrative skills
- Presentation skills for new interns.
- One week of broad training around all of the internal software our company uses.
- Orientation, product training, functional training
- This is more on the job training with another intern or another employee within the department.
- Safety training and/or other relevant to specific major. Mostly on-the-job.
- Whatever they need.
- Basic new hire training and on-going training within their specific department. Also, monthly training on business basics. (Presentations, Outlook, etc.)
- Safety training, job specific training

Types of training and development opportunities provided to new college graduates

- They would work specifically with a project engineer relating to different tasks for that project and training would be related to the project, also the Engineering Manager would specify additional training and have them make sure they get that training whether off plant or in.
- Mentoring and supervision, formal training.
- We provide training initially on the position for which the candidate was hired, and then train on the various service and product offerings as well as what work each department is focused on. We have career paths in each of our departments.
- Business systems, computer software, product and technical information, marketing and distribution information
- First week is spent training and learning about the company and our process. Training for programs we use is also completed.
- Product training; project assignment
- Shadowing senior trainers; formal staff development meetings are held weekly; one-on-one mentoring regarding program design
- One on one training with experienced staff.
- New hire orientation; on the job training within business function; professional certifications paid.
- CATIA training (design software package), driver's training, any on-site training, professional memberships and seminars.
- We have a seven week training course that all new employees go through to learn about our software system. After the initial training is complete, our internal training department has a variety of technical and professional development courses available for employees to take.
- All new hires go through Orientation, 30 and 60 day training then depending on the position we branch off into job specific training. Employees are required to attend at least 3 classes a quarter through our corporate university.
- Relevant training on software system, selling techniques and overcoming objections
- Depending on the certification level, new grads might be put on a supervisory training program that requires 2 years supervision. All new hires are given direct supervision meetings once a month.
- Same as above plus additional training in clinical practice part of the work.
- Company overview/orientation, product training, market overview, software training, project specifications, project history
- The employee works with other employees to learn the job and gain experience in the field they will work in.
- Mentoring, training with an account manager for specific fields, inclusion in company wide programs
- Department training for their position, but company offers development classes they are eligible to participate in.
- Training on all job related Standard Operating Procedures (SOP).
- Attendance at conferences, webinars, etc.
- On boarding, software training, training on internal work processes, customer training
- Depends on their job.
- Comprehensive product training; business system training; continuing education
- OJT, any workshops or seminars that support their work
- Same as interns
- We have a formal week long training course at the beginning of each year for new hires and interns to attend. We also have a learning manager that is responsible for making sure that all employees receive any training they need throughout the year to make sure that they remain technically competent in their field and have met all requirements to keep whatever license(s) they may have. If an employee is interested in a training course that is not offered internally, the company will pay for the employee to attend the course through an outside vendor. Staff are also encouraged to join

any professional associations that they are interested in and the company will pay for the membership. Finally, the company has a tuition reimbursement program that will reimburse employees for a portion of the fees for a master's level course; employees do not have to be with the company for a set amount of time before they are eligible to participate in this program.

- Internal training department, mentoring program, external training events, departmental training, tuition assistance
- Online courses, on-the-job training and networking events with other professionals
- Assigned to a mentor and receive an in depth week of product/process training. On-going webinars available.
- Job training, corporate culture training.
- It depends on the task. There are too many to list here.
- Safety, ISO, internal ERP system
- On-the-job training in computer skills, management, communication skills, organizational skills, administrative skills
- Networking luncheons. Participation in Community Relations activities
- One week of specialized training in the field that they are identified with. Along with training around the software our company utilizes.
- Orientation, product training, functional training, leadership development (targeted)
- The majority of our college graduates are hired into a Management Trainee Program. This program is very structured in the sense that they go through formal training in a 'Mock' Store, and then afterward, follow around an Assistant Manager or Manager of a stores. The Stores manager is responsible to certain things throughout the training program.
- Safety training and/or other relevant to specific major. Mostly on-the-job.
- Basic new hire training and on-going training within their specific department
- Depends on the position

Organizations that offer management in training programs for new college graduates

Figure 19 | All breakouts

	Percent
All Organizations	21%
Industry	
Manufacturing	21%
Non-Manufacturing	16%
Non-Profit	25%
Organizational Size	
1-50	8%
51-250	8%
251-500	38%
Over 500	54%

Types of management in training programs

- College grads who show signs of upward mobility, attending post graduate school.
- Marketing and Sales
- Engineering
- Management or Leadership career path
- Certification preparation
- Operations, Human Resources, Engineering
- We will offer leadership development type courses to employees that express and interest in them and we also have a formal mentorship program.
- Sales, Management
- Engineering
- Supervisors and Emerging Leaders
- Supervisory and Certification
- Engineering and New Product Development (R&D)
- Paint Stores Group
- Engineering, Accounting/Finance, I.T.

Responsibilities of interns' supervisors and mentors

Responsibilities of supervisors

Figure 20 | All organizations

	All Organizations
Assigning or managing projects	79%
Providing feedback or coaching	78%
Training or teaching new skills	78%
Administrative tasks (signing time sheet, scheduling, etc.)	75%
Evaluating performance	73%
Ensuring that the internship is a learning experience	69%
Exposing intern to subject matter experts	61%

Figure 20a | Industry

	Manufacturing	Non-Manufacturing	Non-Profit
Assigning or managing projects	77%	76%	100%
Providing feedback or coaching	74%	70%	100%
Training or teaching new skills	71%	73%	100%
Administrative tasks (signing time sheet, scheduling, etc.)	65%	76%	92%
Evaluating performance	62%	73%	83%
Ensuring that the internship is a learning experience	62%	68%	100%
Exposing intern to subject matter experts	47%	65%	92%

Figure 20b | Organizational size

	1-50	51-250	251-500	Over 500
Assigning or managing projects	81%	73%	89%	85%
Providing feedback or coaching	71%	73%	89%	85%
Training or teaching new skills	74%	73%	89%	77%
Administrative tasks (signing time sheet, scheduling, etc.)	77%	67%	67%	85%
Evaluating performance	77%	60%	78%	69%
Ensuring that the internship is a learning experience	68%	63%	89%	77%
Exposing intern to subject matter experts	61%	60%	78%	54%

Responsibilities of mentors

Figure 20c | All organizations

	All Organizations
Providing feedback or coaching	54%
Training or teaching new skills	47%
Ensuring that the internship is a learning experience	43%
Exposing intern to subject matter experts	39%
Evaluating performance	20%
Assigning or managing projects	15%
Administrative tasks (signing time sheet, scheduling, etc.)	12%

Figure 20d | Industry

	Manufacturing	Non-Manufacturing	Non-Profit
Providing feedback or coaching	35%	65%	50%
Training or teaching new skills	32%	54%	50%
Ensuring that the internship is a learning experience	38%	43%	33%
Exposing intern to subject matter experts	32%	43%	42%
Evaluating performance	15%	19%	17%
Assigning or managing projects	15%	14%	8%
Administrative tasks (signing time sheet, scheduling, etc.)	12%	14%	8%

Figure 20e | Organizational size

	1-50	51-250	251-500	Over 500
Providing feedback or coaching	52%	43%	56%	62%
Training or teaching new skills	52%	40%	22%	54%
Ensuring that the internship is a learning experience	42%	40%	33%	39%
Exposing intern to subject matter experts	39%	30%	56%	46%
Evaluating performance	19%	13%	11%	23%
Assigning or managing projects	10%	13%	11%	23%
Administrative tasks (signing time sheet, scheduling, etc.)	10%	13%	0%	23%

Aspects of intern performance that are assessed if performance evaluations are given

Figure 21 | All organizations

	All Organizations
Communication	75%
Ability/willingness to learn and develop	73%
Attitude	73%
Quality of work	71%
Dependability	70%
Professionalism	69%
Teamwork	69%
Productivity/efficiency	66%
Interpersonal skills	64%
Problem solving	55%
Creativity/innovation	45%
Level or value of contributions	40%
Customer service	37%

Figure 21a | Industry

	Manufacturing	Non-Manufacturing	Non-Profit
Communication	74%	73%	83%
Ability/willingness to learn and develop	68%	70%	83%
Attitude	74%	68%	83%
Quality of work	71%	68%	75%
Dependability	65%	68%	83%

	Manufacturing	Non-Manufacturing	Non-Profit
Professionalism	68%	68%	83%
Teamwork	56%	73%	83%
Productivity/efficiency	65%	60%	75%
Interpersonal skills	62%	57%	83%
Problem solving	62%	46%	58%
Creativity/innovation	35%	43%	58%
Level or value of contributions	38%	41%	58%
Customer service	35%	46%	42%

Figure 21b | Organizational size

	1-50	51-250	251-500	Over 500
Communication	81%	63%	78%	85%
Ability/willingness to learn and develop	77%	63%	78%	69%
Attitude	77%	67%	78%	69%
Quality of work	74%	63%	67%	77%
Dependability	77%	57%	78%	69%
Professionalism	77%	60%	67%	77%
Teamwork	71%	60%	78%	69%
Productivity/efficiency	65%	63%	67%	62%
Interpersonal skills	68%	53%	78%	62%
Problem solving	55%	47%	78%	54%
Creativity/innovation	52%	33%	56%	31%
Level or value of contributions	45%	37%	33%	54%
Customer service	42%	37%	33%	54%

Other aspects of performance assessed

- Use performance evaluation given to us from learning institution
- Goals are specific to the position in question.
- Client results; class attendance if instructing
- Have no formal intern evaluation program; but gladly complete evaluations interns provide us from their school program
- Expertise, client focus & delivery, business development, organizational development
- Dependent upon the functional area of the internship
- Service, integrity, and compassion

Types of feedback gathered by organizations from interns at the end of the internship

Figure 22 | All organizations

	All Organizations
What they feel they learned or did not learn	63%
Satisfaction with job duties	59%
How internship differed from expectations	56%
Relevance to their major and/or career goals	49%
Opinions of supervisors and/or mentors	48%
Where they think work processes could be improved	47%
Understanding of expectations	44%
Work they would have liked to do	41%

Figure 22a | Industry

	Manufacturing	Non-Manufacturing	Non-Profit
What they feel they learned or did not learn	56%	60%	92%
Satisfaction with job duties	47%	62%	67%
How internship differed from expectations	53%	54%	67%
Relevance to their major and/or career goals	38%	43%	83%
Opinions of supervisors and/or mentors	29%	54%	67%
Where they think work processes could be improved	38%	46%	58%
Understanding of expectations	35%	46%	42%
Work they would have liked to do	35%	46%	42%

Figure 22b | Organizational size

	1-50	51-250	251-500	Over 500
What they feel they learned or did not learn	61%	63%	67%	62%
Satisfaction with job duties	48%	60%	56%	69%
How internship differed from expectations	48%	60%	67%	54%
Relevance to their major and/or career goals	45%	50%	33%	54%
Opinions of supervisors and/or mentors	39%	53%	22%	62%
Where they think work processes could be improved	45%	47%	44%	39%
Understanding of expectations	32%	47%	44%	46%
Work they would have liked to do	32%	57%	11%	46%

Methods organizations use to continue to engage interns

Figure 23 | All organizations

	All Organizations
Offer employment (if available)	62%
Keep in contact with intern	49%
Hold intern "alumni" events	4%

Figure 23a | Industry

	Manufacturing	Non-Manufacturing	Non-Profit
Offer employment (if available)	47%	65%	58%
Keep in contact with intern	41%	51%	50%
Hold intern "alumni" events	3%	5%	0%

Figure 23b | Organizational size

	1-50	51-250	251-500	Over 500
Offer employment (if available)	48%	53%	67%	77%
Keep in contact with intern	48%	37%	67%	54%
Hold intern "alumni" events	0%	7%	0%	8%

Organizations that offered interns full-time employment

Figure 24 | All organizations

	All Organizations
All interns were offered full-time employment	5%
Some of the interns were offered full-time employment	74%
The interns were not offered full-time employment	21%

Figure 24a | Industry

	Manufacturing	Non-Manufacturing	Non-Profit
All interns were offered full-time employment	0%	7%	8%
Some of the interns were offered full-time employment	78%	76%	50%
The interns were not offered full-time employment	22%	17%	42%

Figure 24b | Organizational size

	1-50	51-250	251-500	Over 500
All interns were offered full-time employment	4%	4%	13%	0%
Some of the interns were offered full-time employment	70%	67%	63%	92%
The interns were not offered full-time employment	26%	29%	25%	8%

Reasons organizations did not offer employment to any or some interns

Figure 25 | All organizations

	All Organizations
No positions open	56%
Intern had not graduated	36%
Intern was not ready for full time employment	28%
Intern performance was poor	28%

Figure 25a | Industry

	Manufacturing	Non-Manufacturing	Non-Profit
No positions open	56%	51%	58%
Intern had not graduated	29%	43%	25%
Intern was not ready for full time employment	29%	32%	17%
Intern performance was poor	18%	41%	8%

Figure 25b | Organizational size

	1-50	51-250	251-500	Over 500
No positions open	45%	60%	67%	54%
Intern had not graduated	36%	37%	33%	31%
Intern was not ready for full time employment	23%	43%	11%	23%
Intern performance was poor	23%	27%	22%	39%

Ratio of offers made to offers accepted by interns by organizations

Figure 26 | All organizations

	Count
1:1	17
2:1	4
2:2	5
3:1	3
3:2	2
3:3	7
4:1	2
4:3	1
5:2	1
5:3	2
5:4	2
5:5	2
6:6	1
7:6	1
10:8	1
10:10	1

Types of reimbursements organizations obtained for internships

Figure 27 | All organizations

All Organizations	
Ohio Third Frontier Reimbursement	21%
Entrepreneurial Reimbursement*	2%
Summer on the Cuyahoga	4%
Foundation Reimbursement	3%

*such as the NOCHE/NEOintern Entrepreneurial Internship Subsidy Program

Figure 27a | Industry

	Manufacturing	Non-Manufacturing	Non-Profit
Ohio Third Frontier Reimbursement	24%	16%	0%
Entrepreneurial Reimbursement	3%	3%	0%
Summer on the Cuyahoga	6%	3%	0%
Foundation Reimbursement	3%	3%	8%

Figure 27b | Organizational size

	1-50	51-250	251-500	Over 500
Ohio Third Frontier Reimbursement	16%	13%	22%	23%
Entrepreneurial Reimbursement	7%	0%	0%	0%
Summer on the Cuyahoga	0%	0%	0%	23%
Foundation Reimbursement	7%	3%	0%	0%

Average percent of organizations' entry-level positions that come from new graduates

Figure 28 | All breakouts

	Percent
All Organizations	39%
Industry	
Manufacturing	25%
Non-Manufacturing	47%
Non-Profit	47%
Organizational Size	
1-50	47%
51-250	28%
251-500	43%
Over 500	48%

Average percent of new college graduates hired in 2010 and so far in 2011 have interned previously with the organization

Figure 29 | All breakouts

	Percent
All Organizations	47%
Industry	
Manufacturing	49%
Non-Manufacturing	49%
Non-Profit	32%
Organizational Size	
1-50	64%
51-250	55%
251-500	54%
Over 500	21%

Average percent of new college graduates hired in 2010 and so far in 2011 that have interned elsewhere previously, not at the organization in which they were hired

Figure 30 | All breakouts

	Percent
All Organizations	45%
Industry	
Manufacturing	39%
Non-Manufacturing	62%
Non-Profit	50%
Organizational Size	
1-50	91%
51-250	52%
251-500	23%
Over 500	47%

Benefits of Using Interns & New Graduates

Organizations were asked to state the primary benefit that using interns and new graduates has had on their organization. A thematic analysis was conducted on the responses and yielded seven common advantages that interns and new graduates provide. Several of them were consistent with the findings in the 2010 survey.

Development of careers, jobs, and a talent pipeline

The most prevalent benefit of employing interns and recent graduates is developing a talent pipeline of new hires for positions in the organization. More organizations are citing that interns and recent graduates are most valuable in terms of growing their talent pipeline. Organizations cite that having interns on staff allows them to grow their own talent, test potential employees, and provide career paths for employees. Organizations say that the benefits of employing an intern and/or new graduate include the ability to:

- Test or try out potential employees before hiring them (“try before you buy”)
- Expose both intern and organization to new talent and experiences
- Develop talent for future positions
- Create a pipeline for entry-level talent
- Find employees that are a fit for the organization
- Hire talent that is familiar with the organization’s operations
- Allow students to explore career paths at the organization

Workforce and project support

Another primary benefit of using interns is to support the workforce, projects, and current employees' workloads. Interns can provide administrative support and support an organization's workforce during busy times. Interns, in particular, are a cost-effective and short term solution for adding workforce support. Organizations say that benefits of employing an intern include the ability to:

- Provide more inexpensive and affordable support
- Support vacation schedules
- Assist organization with project work

- Complete special projects
- Alleviate workload of other staff
- Offer technical expertise
- Provide efficient support
- Fill staffing gaps in a low-cost manner

Freshness, energy, and enthusiasm

Freshness, energy, and enthusiasm, are what many organizations perceive as the greatest benefit of having an intern and/or recent graduate on staff. Interns and recent graduates also bring creativity and new ideas to organizations. Organizations find interns and recent graduates to be eager to learn and approach work with an energetic way. Organizations say that the benefits of employing an intern and/or recent graduate include their ability to:

- Offer fresh insights and perspectives
- Contribute new and fresh ideas
- Bring excitement and enthusiasm
- Show willingness and eagerness to learn
- Demonstrate energy and passion
- Stimulate creativity
- Exhibit flexibility and open-mindedness
- Familiar with new topics and technology

Practical experience, acclimation to workforce, and college relations

Organizations provide students with practical experience in business through internships. Employing interns and recent graduates allows them to mentor them in their field, and enhance their prospects for future employment. Some organizations also believe that using interns and recent graduates aids in better relationships and exposure at local colleges and universities. Organizations say that benefits of employing an intern and/or recent graduate include the ability to:

- Provide students with valuable experience
- Provide goodwill in the community
- Able to be “molded” and trained to how the organization is run

- Offer knowledge about the organization
- Develop relationships with local colleges and universities

Intern Pay Rates

Accounting Intern

Types of projects or assignments

	Percent
Accounting	71%
Accounts payable or receivable	71%
Auditing	43%
Billing	19%
Financial analysis and reporting	62%
Insurance	10%
Tax	33%

Other types of projects or assignments: procurement

Pay Rates

Industry	Paid Internships		Unpaid Internships		25 th Percentile	Median	75 th Percentile	Average
	Number of Employers	Number of Interns	Number of Employers	Number of Interns				
Manufacturing	8	48	0	0	\$11.20	\$13.50	\$15.36	\$13.24
Non-Manufacturing	9	27	1	1	\$11.00	\$12.00	\$14.00	\$12.50
Total	20	110	1	1	\$11.00	\$12.25	\$15.04	\$13.25

Engineering Intern

Types of projects or assignments

	Percent
Application	13%
Bio-engineering	4%
Chemical	13%
Civil	4%
Computer software	21%
Design/drafting	8%
Electrical	25%
Industrial	25%
Mechanical	67%
Systems	13%

Other types of projects or assignments: manufacturing, materials science, layout

Pay Rates

Industry	Paid Internships		Unpaid Internships		25 th Percentile	Median	75 th Percentile	Average
	Number of Employers	Number of Interns	Number of Employers	Number of Interns				
Manufacturing	14	66	0	0	\$12.25	\$14.50	\$17.50	\$14.82
Non-Manufacturing	4	14	1	1	n/a	n/a	n/a	\$13.50
Total	21	187	1	1	\$12.00	\$15.00	\$18.00	\$14.97

Human Resources Intern

Types of projects or assignments

	Percent
Benefits	36%
Administration (policies, job descriptions, document mgt.)	71%
Compensation management	14%
Employee relations program coordination	7%
Payroll administration	14%
Performance management	14%
Recruiting	43%
Training and development	36%
Wellness	29%

Other types of projects or assignments: employee file management, unemployment, New hire orientation and paperwork, training grants research, safety

Pay Rates

Industry	<u>Paid Internships</u>		<u>Unpaid Internships</u>		25 th Percentile	Median	75 th Percentile	Average
	Number of Employers	Number of Interns	Number of Employers	Number of Interns				
Manufacturing	3	13	0	0	n/a	n/a	n/a	\$12.76
Non-Manufacturing	9	10	1	1	\$10.00	\$11.00	\$12.00	\$11.17
Total	13	30	1	1	\$10.00	\$11.00	\$12.50	\$11.54

Information Technology Intern

Types of projects or assignments

	Percent
Application development	35%
Database development or management	40%
Help desk support	60%
Network administration or maintenance	45%
Programming	35%
Project management	25%
Security	20%
Software development	30%
Web administration	35%

Other types of projects or assignments: software support, software testing, business analysis, hardware support

Pay Rates

Industry	<u>Paid Internships</u>		<u>Unpaid Internships</u>		25 th Percentile	Median	75 th Percentile	Average
	Number of Employers	Number of Interns	Number of Employers	Number of Interns				
Manufacturing	5	54	0	0	\$13.11	\$16.00	\$18.00	\$15.50
Non-Manufacturing	11	173	0	0	\$10.00*	\$10.00*	\$12.00	\$11.32
Total	19	273	0	0	\$10.00	\$12.00	\$14.50	\$12.84

*The same values reported for 25th Percentile and Median are due to multiple employers paying the same pay rate.

Marketing/Communications Intern

Types of projects or assignments

	Percent
Advertising	28%
Graphic design	28%
Market research	66%
Mass communication/ mailing lists	66%
Media design of video or audio	13%
Product management	19%
Program and event coordination	53%
Promotional materials	72%
Public relations/press releases	56%
Reporting/editing	41%
Social networking	56%
Web content or administration	56%

Marketing/Communications Intern

Pay Rates

Industry	<u>Paid Internships</u>		<u>Unpaid Internships</u>		25 th Percentile	Median	75 th Percentile	Average
	Number of Employers	Number of Interns	Number of Employers	Number of Interns				
Manufacturing	8	14	1	2	\$10.00	\$10.50	\$12.20	\$11.67
Non-Manufacturing	16	62	6	7	\$9.75	\$10.00	\$11.25	\$10.55
Total	26	82	7	9	\$10.00*	\$10.00*	\$11.24	\$10.94

*The same values reported for 25th Percentile and Median are due to multiple employers paying the same pay rate.

Operations Intern

Types of projects or assignments

	Percent
Business analysis	23%
Logistics	15%
Office management	23%
Process improvement	31%
Project management	38%
Purchasing	23%
Supply chain management	15%

Other types of projects or assignments: media help desk calls, customer service dispatching, field operations, time studies, arts administration

Pay Rates

Industry	<u>Paid Internships</u>		<u>Unpaid Internships</u>		25 th Percentile	Median	75 th Percentile	Average
	Number of Employers	Number of Interns	Number of Employers	Number of Interns				
Manufacturing	6	21	0	0	\$11.00	\$11.50	\$12.38	\$11.86
Non-Manufacturing	6	17	0	0	\$10.00	\$11.00	\$12.00	\$11.08
Total	13	41	0	0	\$10.00	\$12.00	\$12.50	\$11.55

Research Intern

Types of projects or assignments

	Percent
Data collection and analysis	67%
Economic or policy research	0%
Scientific laboratory research	50%
Social science research	17%
Quality control and testing	0%

Pay Rates

Industry	<u>Paid Internships</u>		<u>Unpaid Internships</u>		25 th Percentile	Median	75 th Percentile	Average
	Number of Employers	Number of Interns	Number of Employers	Number of Interns				
Manufacturing	3	7	0	0	n/a	n/a	n/a	\$14.07
Non-Manufacturing	2	3	0	0	n/a	n/a	n/a	n/a
Total	6	11	0	0	\$12.00*	\$12.00*	\$16.65	13.95

*The same values reported for 25th Percentile and Median are due to multiple employers paying the same pay rate.

Sales/Customer Service Intern

Types of projects or assignments

	Percent
Account management	38%
Administrative/clerical work	63%
Business development	25%
Customer intake	25%
Customer database administration	75%
Customer service	38%
Inside sales	0%
Outside sales	0%

Pay Rates

Industry	<u>Paid Internships</u>		<u>Unpaid Internships</u>		25 th Percentile	Median	75 th Percentile	Average
	Number of Employers	Number of Interns	Number of Employers	Number of Interns				
Manufacturing	2	3	0	0	n/a	n/a	n/a	n/a
Non-Manufacturing	5	8	0	0	\$10.00*	\$10.00*	\$10.00*	\$10.40
Total	8	14	0	0	\$10.00**	\$10.00**	\$11.00	\$10.38

*The same values reported for 25th Percentile, Median, and 75th Percentile are due to multiple employers paying the same pay rate.

**The same values reported for 25th Percentile and Median are due to multiple employers paying the same pay rate.

Non-Profit/Health & Human Services Intern

Types of projects or assignments

	Percent
Case management	25%
Child or adolescent development	50%
Counseling or social work	25%
Fundraising and development	25%
Program development and coordination	75%

Pay Rates

Industry	<u>Paid Internships</u>		<u>Unpaid Internships</u>		25 th Percentile	Median	75 th Percentile	Average
	Number of Employers	Number of Interns	Number of Employers	Number of Interns				
Manufacturing	0	0	0	0	n/a	n/a	n/a	n/a
Non-Manufacturing	1	3	2	32	n/a	n/a	n/a	n/a
Total	1	3	2	32	n/a	n/a	n/a	n/a

Recent Graduate Pay

The following is a summary starting salaries reported by respondents for common college degrees. Data are not reported for any degree for which fewer than five (5) employers submitted salary data.

Degree Obtained	Number of Employers	Number of Grads Hired	25 th Percentile	Median	75 th Percentile	Average
Bachelors, Accounting	5	22	\$38,000	\$46,000	\$49,000	\$43,400
Bachelors, Business Administration	7	6	\$30,000	\$31,000	\$33,000	\$32,571
Bachelors, Communications	3	6	n/a	n/a	n/a	\$31,000
Bachelors, Computer Science	4	9	n/a	n/a	n/a	\$47,250
Bachelors, Engineering	11	81	\$43,500	\$55,000	\$58,000	\$51,455
Bachelors, Information Technology	4	7	n/a	n/a	n/a	\$43,500
Bachelors, Management	3	3	n/a	n/a	n/a	\$50,000
Bachelors, Marketing	3	27	n/a	n/a	n/a	\$37,333
Bachelors, Sales	4	34	n/a	n/a	n/a	\$40,000
Masters, Business Administration	3	3	n/a	n/a	n/a	\$37,000

The following is a listing of job titles reported by respondents for common college degrees.

Degree Obtained	Job titles reported by respondents
Bachelors, Accounting	Staff Accountant, Associate
Bachelors, Business Administration	Logistics Analyst, Account Coordinator, Media Coordinator
Bachelors, Communications	Account Coordinator
Bachelors, Computer Science	Business Systems Analyst
Bachelors, Engineering	Junior Engineer, Product Development, Engineer, Quality Engineer, Process Engineers, Chemist I
Bachelors, Information Technology	Software Engineer, Web Developer, Support Specialist
Bachelors, Management	Management
Bachelors, Marketing	Client Service Account Executive, Assistant Account Manager
Bachelors, Sales	Sales Representative, Sales Trainee, Outside Sales
Masters, Business Administration	Human Resources Coordinator, Research & Customer Experience Analyst, Coordinator

Respondent Demographics

One-hundred and two (102) organizations in Northeast Ohio participated in the survey; a breakdown of the industries and sizes they represent is provided below.

	Percent
Industry	
Manufacturing	41%
Non-Manufacturing	45%
Non-Profit	14%
Organizational size	
1-50	37%
51-200	36%
201-500	11%
Over 500	16%
Annual revenue	
\$0 - \$5,000,000	30%
\$5,000,000 - \$9,999,999	20%
\$10,000,000 - \$19,999,999	10%
\$20,000,000 - \$49,000,000	23%
\$50,000,000+	17%

Participating Organizations

Advance Payroll Funding
Allen Aircraft Products, Inc.
American Winds Flight Academy
Arrow Electronics
Bellefaire JCB
Bowden Manufacturing
BrandMuscle, Inc.
C&K Industrial Services
Catacel Corp
Dix & Eaton
Dots
Duramax Marine, LLC
DVUV
Dwellworks, LLC
Earnest Machine Products Company
Eberhard Manufacturing
Emerge Inc.
Empowering Punch
EnviroScience, Inc.
Five Star Technologies, Inc.
ForTec Companies
Group Transportation Services
Henkel Corporation
Honda R&D Americas, Inc.
Hughes Corp DBA: Weschler Instruments
Hyland Software
InfoCision Management Corporation
Interlake Steamship Co.
JobServe USA Corporation
Joy Mining Machinery
Kaydon Corporation
Lachina Publishing Services
Lake County Council on Aging
Lanly Company
Lauren International
LCMP
Long Term Care Ombudsman

Lumitex, Inc
MAGNET
MCPc, Inc.
Meister Media Worldwide
Mesocoat/Powdermet, Inc.
Metrics Marketing Group LLC
National Interstate Insurance
National Safety Apparel, Inc.
NimblePros LLC
Norandex
Oakwood Laboratories, LLC
One Wish LLC
Parker Hannifin Corporation
Plasticolors, Inc.
PMC Gage, Inc
Point to Point, Inc.
PRC Medical, LLC
Preformed Line Products
Process Technology
Ralston Instruments
Reuben Harris Jr. Insurance Agency Inc.
Rock and Roll Hall of Fame and Museum
Roehling Glasic Composites
Ronald McDonald House
Rosetta
Shoreby Club, Inc
SS&G
SSI
Tangent Company
The Ahola Corporation
The City of Painesville
The Lubrizol Corporation
The Sherwin-Williams Company
The Timken Company
TOA Technologies, Inc.
Tranzonic
Tyler Clark Consulting

ValMark Securities
Weaver Leather
Western Reserve Controls
Whirlaway Corporation
Wire Products Company, Inc.

Wrayco LLC
Young Audiences of Northeast Ohio
Youth Challenge

2011 ERC/NOCHE Intern & Recent Grad Pay Rates & Practices Survey

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