



Executive Summary

On May 28, we had an opportunity to hear from Suzie Digilio, from Qualcomm, and Veronica Dinkins, representing Microsoft, on how these two organizations moved quickly to maintain their internship programs amid COVID-19. Both representatives also discussed the solutions put in place to ensure the success of these programs, recognizing internships are an integral part of their future talent. We also heard from Cara Pescho, from National Corporate Housing, on how the temporary living industry has responded to support organizations who maintained in-person internships.

Questions to our panelist included:

1. How are organizations reacting to 2020 Internship Programs? What solutions are organizations putting in place for internships?
2. What has their experience been with the on-boarding process?
3. What are potential challenges you anticipate due to the program being virtual as opposed to in-person?
4. For virtual internships, how are organizations developing intern skills and keeping them engaged?
5. What do organizations feel about the possible impact to their future talent pool?



Moderator

Yolla Harb
Director, Strategic Business Solutions
 Cartus



Presenter

Suzie Digilio
Senior Talent Acquisition Specialist, University Relations
 Qualcomm



Qualcomm

- **Internship Status:** All Internships moved to a virtual experience. No cancellations.
- **Virtual Orientation:** Managers stay connected; providing guidance and mentoring opportunities. Feedback from interns has been positive.
- **Biggest Challenge:** Not having in-person connection with employees and other interns; not being able to walk up to their manager or mentor to ask questions.
- **Summer Virtual Career Fairs:** Continually brainstorming ways to engage with students who have lost their internship opportunities.
- **Managing Through the Unexpected:** Reassuring for students to understand that a business can handle the unexpected.



Presenter

Veronica Dinkins
Global Director, Account Management
 Cartus



Microsoft

- **Online Virtual Internships:** Health and safety of employees, interns, and their families are the highest priority.
- **Consistent Global Internship Experience:** Cartus continued to play a key role in collaborating and consulting with program owners on alternative service delivery methods and revised relocation benefits.
- **Leadership Support:** Partnering across business organization to adapt a virtual model; including training hiring managers on working with virtual teams.
- **Intern Feedback:** Very positive and appreciative to have their internship since many were canceled.
- **Virtual Events to Connect Interns:** Team meetings in Minecraft; various events to allow them to engage with senior leaders. Interns are empowered to co-create their summer experience. In the past, they've established their own volunteer opportunities and last year created an original musical (view on YouTube).
- **Offering Internship Opportunities:** Moving internship to a later date or extending full-time offers to those who are graduating this year.



Presenter

Cara Pescho

*VP, Strategic Alliances –
Global Mobility*
National Corporate
Housing



Corporate Housing

- Response in the market as it relates to internships:
 - Delay in start dates to June/July
 - In-person vs. virtual: approximately 75% have gone virtual; for some virtual internships, housing support is being provided to ensure a complete internship experience.
 - Occupancy model was changed and several programs decided to proceed with one-bedroom, single occupancy accommodations.
- Industries which continued with in-person internships:
 - Essential or business-critical companies such as construction, manufacturing, lab type-internships, and companies requiring on-site participation, as well as companies on the front-line of personal protective equipment manufacturing, vaccines, etc.
- Precautionary standards taking place with temporary living accommodations:
 - Recommendation for roommates not to share a bedroom; abided by the CDC cleaning guidelines; provided interns with best practices for roommate sharing and social distancing; rely on technology such as FaceTime to allow for a more virtual communication prior to move-in and during their stay.
- Intern feedback:
 - Interns want the experience of learning and being a part of a company's culture. The experience of working for an organization but for many interns, housing is a huge factor. Interns want to travel and grow and see what it is like to work on-site but some may not have a place to stay during the summer months and depend on the housing in order to make an impact on that organization.

With some of our intern programs we have hosted and managed, we have seen an increase in job offer opportunities from 50 to 83% within a single year with just one of our corporate clients. Which shows the success rate of having a fully managed intern program on-site.

For more information on how organizations are handling this year's internship landscape, take a look at our recent pulse survey, [COVID-19 Impact on Internships](#).

To stay up to date on all things global mobility in the world of COVID-19, please [subscribe to our blog](#). We also invite you to visit the [Cartus COVID-19 Content Hub](#) for additional insights, resources, and best practices.
