

# PENCIL Internship Program



## FREQUENTLY ASKED QUESTIONS

### **Overview of the Ladders for Leaders Application and Enrollment Process**

#### **Step 1: Complete the online Ladders for Leaders application.**

You may complete the form online [here](#) or email [L4L@pencil.org](mailto:L4L@pencil.org) to make an appointment to complete your application at our offices. Students must have a cumulative GPA above 3.0 or an 80, AND previous work or volunteer experience to qualify for Ladders for Leaders.

#### **Step 2: Submit the required documentation.**

Within a week of completing your Ladders for Leaders application, PENCIL staff will contact you with a link to submit all required program documentation.

#### **Step 3: Sign-up for training.**

Within a week of submitting your required documentation, PENCIL will reach out to invite you to sign-up for PENCIL's pre-employment training or to resubmit any invalid or missing documents.

#### **Step 4: Update your documents.**

Once you have completed training you will have the opportunity to submit an updated resume to be shared with employers. All students will also be required to sign and return their [Participant Enrollment Survey](#) before they are considered eligible for matching.

#### **Step 5: Check your email.**

PENCIL regularly shares internship opportunities via email. Check your email daily and let us know which positions you're interested in. PENCIL will then share your resume with the employer we feel to be the best fit.

#### **Step 6: Get Hired!**

Employers select those students they would like to interview and ultimately hire. PENCIL will keep you informed of where your resume is in the hiring process. PENCIL cannot guarantee any student an internship position.

## Application Phase

- **I'm confused by the Ladders for Leaders application. I'm not sure where to start or if I have the right information. What should I do?**

The PENCIL Internship Team will host open office hours on the following dates from 2pm – 5pm at the PENCIL office (30 W. 26<sup>TH</sup> Street, 5<sup>th</sup> Floor, New York, NY 10010). Office hours will be available during the application phase of Ladders for Leaders.

- December 7<sup>th</sup>, 15<sup>th</sup>, 21<sup>st</sup> & 29<sup>th</sup>
  - January 4<sup>th</sup>, 12<sup>th</sup>, 18<sup>th</sup>, 26<sup>th</sup>
  - February 1<sup>st</sup>, 9<sup>th</sup>, 15<sup>th</sup>, 23<sup>rd</sup>
  - March 1<sup>st</sup>, 9<sup>th</sup>, 16<sup>th</sup>
- **I applied to the Ladders for Leaders program and selected PENCIL as the provider. I have not received any other information.**

The PENCIL Internship Team sends emails new applicants every Friday with next steps.

If you have not received any follow-up from PENCIL's internship team within 10 days of your application submission, please log into your [application](#) and confirm that it is complete.

Common errors that may cause your application to be incomplete:

- Your essay is not 250 words or more
  - You did not answer the question *"Are you interested in opening a savings account?"*
  - You have a cumulative GPA below a 3.0 or an 80
  - You did not upload your resume or transcript
- **What are the additional steps to complete the Ladders for Leaders Application?**

The information you provided in your SYEP application will be transferred over to your Ladders for Leaders application and you will continue with steps that include:

- Uploading your transcript and resume
- 250+ word essay

At the end of the Ladders for Leaders application you will **choose PENCIL** as your provider.

- **I submitted all of my required documentation to PENCIL via Submittable. When will I hear about training?**

After you submit all required documents, it will be reviewed by a member of PENCIL's team. You should hear back within **14 days/2 weeks** to confirm your documents are complete and provide you with information about available training.

Only students who have submitted all required documents in the correct format will be invited to PENCIL's mandatory pre-employment trainings.

\*Please note that pre-employment training does not guarantee internship placement.

- **I received contact from PENCIL that my required documentation is incomplete. I am having trouble accessing Submittable to update my information.**

- If you are having trouble logging into your account using the password you created, please contact the Submittable customer support team at [support@submittable.com](mailto:support@submittable.com) (copy [L4L@pencil.org](mailto:L4L@pencil.org)) or by calling 855-467-8264, opt 2, and ask for account assistance.
- If you are having trouble updating/adding documents to your previously made profile, please contact the Submittable customer support team at [support@submittable.com](mailto:support@submittable.com) (copy [L4L@pencil.org](mailto:L4L@pencil.org)) or by calling 855-467-8264, opt 2, and ask for account assistance.

### Training Phase

- **I attended training and I have not heard about any internship opportunities.**

After completing the pre-employment training and submitting your Participant Enrollment Survey, you are officially eligible to be matched for internship opportunities.

PENCIL receives internship opportunities on a rolling basis from January – June. It is possible we just have not found the right opportunity for you yet. PENCIL staff will contact you as opportunities become available that align with your interests. Be sure to check your SPAM or Junk Folder and add [L4L@pencil.org](mailto:L4L@pencil.org) to your address book.

- **What happens if I updated my resume and need to resubmit this document?**

After you attend a PENCIL pre-employment training, you will receive a follow-up email requesting you to submit an updated resume.

### Matching Phase

- **How does PENCIL decide which students are considered for positions?**

Only students who have submitted all required documents, completed training and returned their completed Participant Enrollment Survey, will be considered for positions. After completing the pre-employment training, your student profile is updated with information about your interests and skills.

PENCIL staff use this information to identify students for open internship positions based on employer criteria including:

- Age or grade
- Major or area of interest
- Required skill sets (i.e. Adobe, programming languages, etc...)
- Related prior experiences
- Location (students are typically not asked to travel more than an hour to their internships)

Students should only confirm their interest in positions they also believe are good fit for their interests and an opportunity to learn.

- **What does the matching process look like?**

- PENCIL staff will contact you with open internship positions.
- You **MUST** respond to this outreach to confirm your interest in the position.
- Once you have confirmed your interest in the position, PENCIL staff will share your resume with the employer.
- The Employers review multiple resumes for each position and determine which candidates they would like to interview
- Students selected to interview will be contacted by PENCIL staff to schedule their interview.
- Students not selected to interview will be informed of their status. They will then be considered for other positions.
- Once interviewed, the employer will make the final hiring selection.

- **Am I guaranteed to get an internship with PENCIL after I complete training?**

Internship placement is not guaranteed. PENCIL works by connecting you to opportunities that fit your interest and skills. All final hiring decisions are made by the employer.

- **How many internships will I be considered for at one time?**

Your resume will only be shared with one employer at any time.

- **I received an email about a new job opportunity and I responded to express interest. I have not heard anything since.**

Expressing interest for an opportunity does not guarantee your resume will be shared. The PENCIL Internship team reviews resumes and selects the strongest candidates for each available position.

You should receive direct communication from a placement manager on the status of your resume. If you have expressed interest in a position and do not hear from PENCIL for three days, email the Placement Manager who contacted you or [L4L@pencil.org](mailto:L4L@pencil.org). Make sure to mention the name of the position you expressed interest in.

- **I had an interview and would like to know my interviewers email address to send a thank you letter.**

During PENCIL's pre-employment training, we encourage you to ask for a business card after your interview. Please reach out to the Placement Manager that you were in contact with regarding this inquiry.

We also recommend researching this person via LinkedIn or Google to obtain their contact information.

- **I expressed interest in a position and have begun the interview process with that employer, but have changed my mind and no longer want that internship. What do I do?**

Students are expected to complete the hiring process and accept, if offered, any position they express interest in. Withdrawing your resume once you have begun the hiring process is grounds for dismissal from Ladders for Leaders. In limited circumstances we will allow students to withdraw their candidacy.

It is important to remember that every internship opportunity is a learning experience. Before refusing or withdrawing from an opportunity, contact your PENCIL Placement Manager to help you understand how your internship could be most beneficial to your career goals.

Please contact you PENCIL Placement Manager immediately to discuss your options.

- **How long does it take to hear back from an employer?**

This varies by employer. Students should expect to wait at least 1 week between having their resume submitted for consideration and learning if they were selected for an interview. If invited for an interview, please allow 1 additional week between interviewing and the hiring decision. PENCIL will do our best to keep you as up to date as possible.

