PENCIL INTERNSHIP PROGRAM FREQUENTLY ASKED QUESTIONS

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Overview of the Ladders for Leaders Application and Enrollment Process

Step 1: Complete the on-line Ladders for Leaders application here

Students must have a cumulative GPA above a 3.0 or an 80 AND previous work or volunteer experience to qualify for Ladders for Leaders. Students may email L4L@pencil.org to make an appointment to complete your application at our offices.

Step 2: Submit the required documentation.

Within a week of completing your Ladders for Leaders application PENCIL staff will share a link to submit all required program documentation. The team will follow-up to resubmit any invalid or missing documents. All required documentation must be submitted before students are eligible for training or internships.

Step 3: Receive an invitation to training.

Within two weeks of submitting your required documentation, PENCIL will reach out to invite selected candidates to sign-up for PENCIL's Pre-employment training. Unfortunately, due to the competitive nature of the program not all students are invited to training. PENCIL will conduct multiple rounds of application review and selection. Students not selected in the first round may receive invitations to later trainings, space permitting.

Step 4: Attend training. Revise your resume.

All students are required to complete up to 30 hours of training before they are eligible for placement in an internship. PENCIL holds multiple training sessions throughout the spring. Students must register for training in advance and must attend all three days of training. **Trainings regularly sell out and students are encouraged to complete their documentation and register early.** Program alumni (those who have successfully completed a Ladders for Leaders internship in the past) will be required to attend a one-day orientation prior to starting their internship.

Step 5: Check your email.

Once you have completed training PENCIL staff will begin to share internship opportunities. PENCIL shares internship opportunities via email. Check your email daily, most positions require response within 24 hours.

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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

1. 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 every Friday to new applicants 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:
   a. You did not answer BOTH essay questions
   b. Each essay must be at least 250 words
   c. You did not answer the question "Are you interested in opening a savings account?"
   d. You have a cumulative GPA below a 3.0 or an 80
   e. You did not upload your resume or transcript

2. I submitted all my necessary documents to PENCIL. 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 two to three weeks to confirm your documents are complete and provide you with information about available training.

Due to the competitive nature of the program not all students are invited to training. Training is made available to qualified students on a first come first serve basis. Students are encouraged to submit documents and register for training as quickly as possible. Trainings will sell out. Completion of pre–employment training is required. Students should submit their documents and register for training as soon as possible.

3. I would like help or have questions about the application process?

If you are having trouble with the application process, please contact the PENCIL team by email L4L@pencil.org or by calling 646-638-0565. Please state your name and note that you are requesting help with the application process.

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Training Phase

4. What are the training requirements? (Marina)

Students are expected to complete up to 30 hours of training before they are eligible for placement in an internship. PENCIL holds multiple training sessions throughout the spring. Students must register for training in advance and must attend all three days of training. Students who completed training in a previous year but were not placed in a Ladders for Leaders internship, must attend training again this year.

Program alumni (those who have successfully completed a Ladders for Leaders internship in the past) will be required to attend a one-day orientation prior to starting their internship.

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

PENCIL receives internship opportunities from January – June. PENCIL shares internships based on the alignment of student skills and employer interests. **We do not share lists of all available internships.** It is possible we just have not found the right opportunity for you yet. PENCIL staff will contact you as appropriate internship opportunities become available.

Be sure emails from the PENCIL team are going to your inbox. Check your SPAM or Junk Folder and add L4L@pencil.org to your address book.

6. 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. Otherwise you may send an updated resume to L4L@pencil.org.

Matching Phase

7. How does PENCIL decide which students are considered for positions?

Only students who have submitted all required documents and completed training, will be considered for positions. Students will complete a mock interview as part of their training to help us learn more about your skills and interests. **Students are expected to have basic technological equipment to complete a summer internship.**

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 asked to travel up to an hour to their internships)

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8. **What does the matching process look like?**
   a. PENCIL staff will contact you with open internship positions.
   b. You MUST respond to this outreach to confirm your interest in the position. Students should only confirm their interest in positions they also believe are good fit for their interests and an opportunity to learn.
   c. Once you have confirmed your interest in the position, PENCIL staff will share your resume with the employer.
   d. The Employer will have at least 2 days to review candidate resumes and determine which candidates they would like to interview
   e. Students selected to interview will be contacted by PENCIL staff to schedule their interview.
   f. Students not selected to interview will be informed of their status. They will then be considered for other positions.
   g. Once interviewed, the employer will make the final hiring selection.

9. **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/or skill level. Final hiring decisions are made by the employer.

10. **How many jobs can I apply to at once?**
You will only be considered for one position at a time and must accept the role if offered. Once matched you will not receive additional placements. If rejected, PENCIL will continue sharing opportunities until you are matched.

11. **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. We will notify you if your resume was shared with the employer.

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 3 days, email the Placement Manager who contacted you or L4L@pencil.org. Make sure to mention the name of the position you expressed interest in.

12. **I had an interview and would like contact information for my interviewer to send a thank you letter.**
Please reach out to the Placement Manager who referred you to the position. Alternatively, we recommend researching this person via LinkedIn or Google to obtain their contact information.

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

Please contact your PENCIL Placement Manager immediately to discuss your options. Students are expected to complete the interview process and accept any position they confirm 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. 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.

14. How long does it take to hear back from an employer?

This varies by employer. Students should expect confirmation their resume was shared with an employer within 48 hours of responding to outreach. Employers may take up to a week to review resumes and schedule interviews. If invited for an interview, please allow 1 additional week between interviewing and the hiring decision. On average, the hiring process usually takes 2 to 3 weeks for each position, however some companies may take longer. The PENCIL team encourages employers to act quickly and will do our best to keep you as up to date as possible.

15. Will PENCIL internships be on-site or remote?

All PENCIL internships will be remote.

16. What are remote internships?

Virtual internships are internships that are done online or remotely. You are placed with a company and have a supervisor that you report to. You are in regular contact with the supervisor/team via virtual methods such as video call, phone call, email and instant messenger. **Students are expected to have basic technological equipment to complete a remote summer internship.**

17.What are the technological requirements of this program?

Students are required to have a working laptop, Wi-Fi and Microsoft Office or Google Suite. Any additional programs are provided by the employer.

18.What does a remote internship schedule look like?

Students should expect to work remotely Monday – Friday anywhere between the hours of 8:00am-6:00pm. Before the first day of your internship your schedule will be determined with your employer.