

EERE STANDARD OPERATING PROCEDURE (SOP)

**STANDARD OPERATING PROCEDURES FOR THE
EERE STUDENT VOLUNTEER INTERNSHIP PROGRAM (SVIP)**



**U.S. DEPARTMENT OF ENERGY (DOE)
ENERGY EFFICIENCY & RENEWABLE ENERGY (EERE)
OFFICE OF WORKFORCE MANAGEMENT (WMO)**

FEBRUARY 2017

TABLE OF CONTENTS

1. BACKGROUND.....4

 1.1 Purpose4

 1.2 Intern Benefits4

 1.3 Program Office Benefits.....4

 1.4 Potential Intern Assignments.....4

2 MARKETING.....4

 2.1 Objectives4

 2.2 EERE Headquarters (HQ), Washington, DC.....5

 2.3 Golden Field Office (GFO)5

 2.4 Other Outreach Venues.....5

3 REVIEW AND SELECTION PROCESS

 3.1 How to Apply.....5

 3.2 Selection Criteria5

 3.3 Process Requirements.....6

 3.4 Stipulations and Exemptions.....6

 3.5 Intern Candidate Database Access.....6

 3.6 Volunteer Mailbox.....6

 3.7 SVIP PowerPedia Site.....7

 3.8 Planning for a SVIP Intern.....7

 3.9 SVIP Selection Process.....7

4. ROLES AND RESPONSIBILITIES.....7

 4.1 WMO7

 4.2 SVIP Intern Coordinator (HQ).....8

 4.3 SVIP Intern Coordinator (GFO).....8

 4.4 EERE Program Offices and Mentors (HQ/GFO).....8

 4.5 Onboarding Staff.....9

 4.6 Computer/Phone/Internet Coordinator.....9

 4.7 Onboarding and Processing Coordinators9

 4.8 HQ Badging Signatory.....9

 4.9 Off Boarding Staff10

 4.10 Training Coordinator10

EERE STANDARD OPERATING PROCEDURE (SOP)

4.11 Coaching/Mentoring/Strength Finder	10
4.12 Housing Restrictions.....	10
5. EXPECTATIONS	10
5.1 Interns	10
5.2 Mentors.....	10
5.3 SVIP Coordinators	10
6. TRAINING AND CAREER DEVELOPMENT RESOURCES	10
6.1 Process.	10
7. EVENTS AND SUPPLEMENTAL ACTIVITIES	11
7.1 Minority Student Institutional Partnership Program (MEISPP) Collaboration	11
7.2 Networking Sessions.....	11
7.3 Tours/Hearings/Seminars.....	11
8. POINTS OF CONTACT	12
9. INTERN/INTERN RESOURCES.....	13

1 BACKGROUND

1.1 PURPOSE: EERE sponsors the Student Volunteer Internship Program (SVIP), which offers student volunteer internships throughout the year at its Washington, D.C. Headquarters (HQ) and the Golden Field Office (GFO) located in Golden, Colorado. EERE places applicants based on availability and program needs, and selects candidates based on the best fit. While positions are limited, all applications are retained in an applicant pool for one year from the application submission date. EERE does not provide funds or reimbursement for relocation travel, lodging, or other expenses. Volunteer assignments are strictly unpaid and without financial compensation. No Federal Government liability is assumed.

1.2 INTERN BENEFITS: These internships provide opportunities for students to acquire new skills and gain experience working with experts in the field of energy efficiency and renewable energy. This experience is invaluable in providing students with the skills necessary to compete for positions within the federal government and the private sector. Applicants are not restricted by G.P.A. or academic focus requirements (refer to section 3.2). This competitive internship program also provides opportunities to network with experts within the energy community locally, nationally, and globally. In addition, some colleges and universities give academic credit and/or stipends for federal internships.

1.3 PROGRAM OFFICE BENEFITS: For program offices, students bring a new perspective, fresh talents, and skills to the workplace directly in support of their mission. By utilizing this resource, there is no cost to the program offices and they benefit by promoting diversity and creating a potential pathway to help improve sustainable workforce balancing efforts.

1.4 INTERN ASSIGNMENTS: Examples of volunteer responsibilities may include, but not be limited to, the following assignments:

- Gathering and analyzing data
- Participating meetings, conferences and hearings
- Assisting with research projects
- Assisting staff members with program-related tasks
- Working on communication and outreach
- Assisting with internet and web design/development

2 MARKETING

2.1 OBJECTIVES: EERE will market and advertise the SVIP at local universities, colleges, trade schools, as well as public and private educational institutions. These efforts will be in collaboration and coordination with institutional authorities and reviewed and updated every six months or as needed.

EERE STANDARD OPERATING PROCEDURE (SOP)

2.2 HQ: A sample of institutions in the Washington, D.C. area include:

1. Catholic University
2. American University
3. University of Baltimore Law School
4. Bowie State University
5. Georgetown University
6. University of Maryland (and University of Maryland School of Law)
7. George Mason University
8. Howard University
9. George Washington University
10. Marymount University
11. Montgomery College
12. Mount St. Mary's University
13. Morgan State University
14. University of Maryland Baltimore County

2.3 GFO: Sample of institutions in the Golden, CO area include the following schools:

1. University of Colorado, Boulder, CO
2. University of Denver, Denver, CO
3. Colorado School of Mines, Golden, CO

2.4 OTHER OUTREACH VENUES: EERE program offices routinely participate in outreach and recruiting activities that include students from high school, veteran organizations, post graduate studies, as well as academic administrators, board members, trustees, and professors.

3 REVIEW AND SELECTION PROCESS

3.1 HOW TO APPLY: Placement opportunities are available throughout the year. Applications are accepted on an ongoing basis. Complete the online application form and submit a cover letter and resume at <http://energy.gov/eere/student-volunteer-internship-program-svip>. Only complete application packages will be considered.

1. The cover letter should explain why the applicant wants to volunteer and should highlight the applicant's qualifications, education, affiliations, certifications, previous employment, references with contact information, and other information related to the position they are applying for. Applicants should NOT include social security numbers in the application package.

3.2 SELECTION CRITERIA:

To be eligible for the SVIP, the applicant must meet the following criteria:

EERE STANDARD OPERATING PROCEDURE (SOP)

1. Be a U.S. citizen
2. Be an individual who is enrolled, not less than half-time, in a high school, trade school, technical or vocational institution, junior college, college, university, or comparable recognized education institution
3. Secure the educational institution's permission to participate
4. Be available on at least a part-time basis, for no less than two months

Selection will be made without regard to race, creed, color, national origin, religion, marital status, sexual orientation, or handicap.

3.3 PROCESS REQUIREMENTS: If an applicant does not meet all four criteria they will not be considered. The selection process is complete when the:

1. Application is complete and contains all necessary signatures
2. All academic institution requirements are met, if applicable
3. The program office provides the applicant with an offer via email
4. The applicant accepts the offer via email

3.4 STIPULATIONS AND EXEMPTIONS: DOE/EERE assumes no responsibility for costs or expenditures to applicants pursuant to all parties signing the SVIP Application and Agreement Form Part B. The SVIP Application and Agreement Form Part B may be amended, superseded, or otherwise modified at any time by mutual consent and agreement of authorized representatives for both parties. If the applicant is offered a temporary volunteer position at DOE/EERE, the completed SVIP Application and Agreement Form Part B becomes an Agreement for Acceptance of a Volunteer Internship between the applicant, the institution in which the student is enrolled, and DOE/EERE. The Agreement becomes effective by the execution of signatures of all parties and shall continue indefinitely, unless terminated by mutual agreement between the student volunteer and DOE/EERE, or by either party upon 10 days written notice with the date of termination to coincide with the end of the concurrent academic quarter or semester of the school, whichever is appropriate. The sponsoring program office ensures that this form is completed and retained on files.

3.5 INTERN CANDIDATE DATABASE AND ACCESS: Each EERE program office will have at least one person who has database access privileges. A pre-approved list of invited viewers has been given to Billie Bates and Karl Chan. To gain access, you should contact Karl Chan at Karl.Chan@ee.doe.gov. Karl will then match your name against the list. If your name is not on the list, he will contact Othalene Lawrence to receive approval for you to have access. The goal is to limit the number of viewers to a reasonably manageable number. SVIP applications are available for viewing at: <https://www4.eere.energy.gov/svip/apply/user>

3.6 VOLUNTEER MAILBOX: Access to the SVIP Volunteer mailbox is restricted to the SVIP Coordinators. The mailbox includes applications and communication exchanges with students from job fairs and other recruiting activities.

EERE STANDARD OPERATING PROCEDURE (SOP)

3.7 THE SVIP POWERPEDIA SITE: SVIP SOP, outreach flyers, forms, calendars, sample letters of recommendation, orientation materials, and project intern matrix examples are found on the SVIP PowerPedia site at:

[https://powerpedia.energy.gov/wiki/EERE_Student_Volunteer_Internship_Program_\(SVIP\)](https://powerpedia.energy.gov/wiki/EERE_Student_Volunteer_Internship_Program_(SVIP)).

This site is accessible to mentors, sponsoring program offices, and coordinators for review and reference.

3.8 PLANNING FOR A SVIP INTERN: Prior to initiating a search for a student intern, programs should:

1. Assess program requirements and need for sponsoring a student intern.
2. Assess and ensure adequate space and resources are available.
3. Develop an outcome based plan/project.
4. Develop a compelling statement of work.
5. Identify program point of contact to coordinate SVIP details and logistics (e.g., accessing SVIP database, initiating contact, sponsorship, etc.).
6. Secure appropriate supervisory approvals through a Staffing Request Form.

3.9 SVIP SELECTION PROCESS:

1. Contact Karl Chan (Karl.Chan@ee.doe.gov or 301-903-8807) to view the SVIP applicant database.
2. Review SVIP database for available applicants.
3. Contact student intern candidates directly to ask follow-up questions or to schedule an interview.
4. Present offer directly to candidate.
5. Complete Part B of the SVIP application and submit to Othalene Lawrence for review and signature.
6. Click “accept” in the drop down box within the SVIP database after candidate accepts program office offer.
7. Enter student’s information in the Management Information System (MIS).
8. Initiate onboarding process.
9. Send student a welcoming email to confirm start date, duty station, and “first-day” logistics.
10. Ensure student receives orientation.
11. Upon completion of the internship, offer promising students a letter of recommendation and certificate of appreciation.

Note:

Application, agreement forms, and other resources are available at:

[https://powerpedia.energy.gov/wiki/EERE_Student_Volunteer_Internship_Program_\(SVIP\)](https://powerpedia.energy.gov/wiki/EERE_Student_Volunteer_Internship_Program_(SVIP))

4 ROLES AND RESPONSIBILITIES

4.1 WMO: Functions as the primary lead for the SVIP and is responsible for the oversight of the SVIP.

EERE STANDARD OPERATING PROCEDURE (SOP)

4.2 SVIP INTERN COORDINATOR (HQ):

1. Serve as lead for the marketing, selection, maintenance, and execution of the program for all HQ program offices
2. Email the selected intern within 5 business days of the sponsoring program office's offer
3. Function as the liaison between the program office, onboarding staff, offboarding staff, and interns as needed
4. Work as a liaison between the GFO SVIP Coordinators by providing updates and/or modifications to program elements resulting from collaborative efforts to provide a quality, efficient, and effective internship program
5. Maintain the SVIP application process and master candidate listing
6. Ensure the GFO SVIP Coordinators and DOE outreach program office partners have access to the SVIP application process and master candidate listing
7. Provide orientation for newly selected interns
8. Assist with addressing concerns and issues regarding the implementation of the SVIP

4.3 SVIP INTERN COORDINATORS (GFO):

1. Coordinate the marketing, selection, maintenance, and execution of the program for all GFO program offices
2. Email the selected intern within 5 business days of the sponsoring program office's offer
3. Function as the liaison between the program offices, onboarding staff, offboarding staff, and interns
4. Access the SVIP candidate database list to review and assist with applicant selection and placement
5. Provide orientation for newly selected interns
6. Refer concerns and issues regarding the implementation of the SVIP to the SVIP Lead Coordinator in HQ

4.4 EERE HQ PROGRAM OFFICES AND MENTORS (HQ/GFO):

1. Identify program office need for intern/s
2. Verify the availability of space and resources prior to interviewing candidates and in place prior to the intern/s start date
3. Select prospective interns from candidates in the SVIP database
4. Request assistance with candidate selection if needed by contacting Lashawn Foster at Lashawn.Foster@ee.doe.gov
5. Notify applicants and LaShawn Foster of your selection

EERE STANDARD OPERATING PROCEDURE (SOP)

6. Ensure that the SVIP Application and Agreement Form – Part B is complete and provide a copy of the completed and signed form to Othalene.lawrence@ee.doe.gov for final signature and filing.
7. Email the initial offer to the intern, and ensures that the intern is provided meaningful and challenging work to ensure a positive work experience
8. Arrange and initiate the onboarding process by entering the intern's information in the EERE ID Management System
9. Develop intern Statement of Work (SOW)
10. Complete badging forms and works with the onboarding staff so the intern can acquire their building badge
11. Prepare a project matrix to further clarify deliverable schedules and expectations
12. Provide SOW to the intern and WMO
13. Ensure that the intern reviews orientation materials provided on the SVIP website or attends an orientation session provided by WMO
14. Provide supervision and direction to the intern
15. Provide certificates of appreciation and letters of recommendation upon the successful completion of the intern's assignment
16. Ensure that the intern completes a SVIP Questionnaire upon departure (this form is with the HQ/EERE off boarding staff)
17. Complete an updated application form (Part B) for assignment extensions to indicate the conditions of the extension, and notify their perspective SVIP Coordinator if an extension is granted.

4.5 ONBOARDING STAFF: Responsible for all aspects of the intern's onboarding and badging in coordination with the sponsoring program office. The onboarding staff is also responsible for entering the intern's information into the ID Management system. Procedures and location-specific points of contact are provided in section 8.

4.6 COMPUTER/PHONE/INTERNET COORDINATOR: Responsible for working with the program office to ensure that the intern's computer and phone are connected prior to the intern's first day of work.

4.7 ONBOARDING AND INPROCESSING COORDINATORS: Responsible for intern onboarding and in-processing requirements.

4.8 HQ BADGING SIGNATORY: Responsible for signing off on completed badging forms provided by the sponsoring program office. The GFO onboarding and in processing SVIP Coordinators should be contacted for site specific badging procedures and requirements.

EERE STANDARD OPERATING PROCEDURE (SOP)

4.9 OFF BOARDING STAFF: Responsible for all exit requirements in coordination with the sponsoring program office. Ensures that the intern is provided the EERE off boarding Questionnaire to complete. Provides a copy of the questionnaire to the HQ SVIP Coordinator.

4.10 TRAINING COORDINATOR: Assist interns with the identification and registration of available training, mentoring, and coaching resources. Interns must get approval from their sponsoring program office prior to registering for training.

4.11 COACHING, MENTORING, & STRENGTH FINDER ASSESSMENT MANAGER: Provides coaching, mentoring, and resources that may enhance the intern's experience.

4.12 HOUSING RESTRICTIONS: Mentors, SVIP Coordinator/s, or any EERE staff are prohibited from providing housing to any intern.

5 EXPECTATIONS

5.1 INTERNS: Interns are expected to maintain professional demer, contribute, take initiative, and ask questions. Interns are encouraged to share their experiences through group/public presentations, EERE articles, and DOE sponsored blogs.

5.2 MENTORS: Mentors ensure interns have a detailed and comprehensive work statement, and that they are fully engaged and supported by the sponsoring program office. It is recommended that mentors provide opportunities for interns to complete at least two writing projects for inclusion in their portfolio. Mentors may provide the intern with a letter of recommendation upon satisfactory completion of their internship. Sample letters of recommendation can be accessed at: https://powerpedia.energy.gov/wiki/Student_Volunteer_Internship_Program#Mentor.2FIntern_Resources

5.3 SVIP COORDINATORS: Coordinators are expected to manage the program, respond to all inquires, and assist in resolving intern and program issues. The coordinator/s ensure the program is marketed and the website and database are properly maintained and current. In addition, the coordinator tracks onboarding and off boarding activity and provides a monthly report to program offices with a listing of the applicant pool.

6 TRAINING AND CAREER DEVELOPMENT RESOURCES

6.1 PROCESS: Interns are encouraged to participate in as much training as permitted by the sponsoring office. Interns should work with the GFO training coordinator to identify and obtain assistance with registering for courses, seminars, and webinars. Interns must obtain approval from sponsoring office prior to registering for trainings.

7 EVENTS AND SUPPLEMENTAL ACTIVITIES

7.1 MINORITY STUDENT INSTITUTIONAL PARTNERSHIP PROGRAM (MEISPP) COLLABORATION: MEISPP offers many educational and networking events to their interns. SVIP interns at HQ may attend selected MEISPP training, workshops, and events during the summer session. These activities are managed and organized by the Office of Economic Impact and Diversity (ED), and the HQ SVIP Coordinator will share this calendar with SVIPS as they become available.

7.2 NETWORKING SESSIONS: EERE provides networking opportunities throughout the year that may include intern and mentor specific events. Examples of regular networking opportunities include EERE happy hours and coffee socials. These events offer interns opportunities to meet other interns and EERE colleagues.

7.3 TOURS/HEARINGS/SEMINARS: Opportunities such as these in Washington, DC are found at: [https://powerpedia.energy.gov/wiki/EERE_Student_Volunteer_Internship_Program_\(SVIP\)](https://powerpedia.energy.gov/wiki/EERE_Student_Volunteer_Internship_Program_(SVIP))

EERE STANDARD OPERATING PROCEDURE (SOP)

8 POINTS OF CONTACT

Name	Title	Email Address	Phone#
PROGRAM MANAGEMENT TEAM			
Jennifer Blankenheim	Director, WMO	Jennifer.Blankenheim@ee.doe.gov	202-586-3533
Dr. Fred Soto	Supervisory Program Specialist	Frederick.soto@ee.doe.gov	202-586-2842
Othalene Lawrence	Intern Coordinator-HQ	Othalene.lawrence@ee.doe.gov	202-586-8596
Todd Allen	Intern Coordinator-GFO	Todd.Allen@EE.Doe.Gov	720-356-1634
Lashawn Foster	SVIP Support	Lashawn.Foster@EE.doe.Gov	202-586-1776
Clemon Nichols-Cunningham	Staffing Request Processor	Clemon.Nichols-Cunningham@ee.doe.gov	202-586-3936
ONBOARDING TEAM			
Kamala Quintana	Onboarding/In processing Coordinator-GFO	Kamala.quintana@ee.doe.gov	240-562-1515
Geraldine Paige	EERE Safety Officer and Badging Signatory-HQ	Geraldine.Paige@ee.doe.gov	202-586-0094
Sadie Pflgebraar	Onboarding and In Processing (IM)-HQ	Sadie.Pflgebraar@EE.Doe.Gov	202-586-0845
WORKSPACE RESOURCES TEAM			
Terrence Long	Computer and Phone Connectivity-HQ	Terrence.Long@ee.doe.gov	202-586-9036
Odell Robinson	Space Coordinator-HQ	Odell.Robinson@ee.doe.gov	202-586-7585
Kamala Quintana	Onboarding/In processing Coordinator-GFO	Kamala.quintana@ee.doe.gov	240-562-1515
PROFESSIONAL DEVELOPMENT TEAM			
Lisa Weber	Training Coordinator-HQ/GFO	Lisa.Weber@go.doe.gov	720-356-1810
Johana Sevier	Coaching, Mentoring, & Strength Finder Assessments-HQ/GFO	Johana.sevier@go.doe.gov	720-356-1616

EERE STANDARD OPERATING PROCEDURE (SOP)

9 MENTOR/INTERN RESOURCES

Orientation materials, forms, a Point of Contact list, questionnaires, Statements of Work, and letters of recommendation are listed below and available online at:

[https://powerpedia.energy.gov/wiki/EERE_Student_Volunteer_Internship_Program_\(SVIP\)](https://powerpedia.energy.gov/wiki/EERE_Student_Volunteer_Internship_Program_(SVIP))

1. [SVIP Overview](#) - An overview of the EERE SVIP program.
2. [Sample Intern Assignment form](#) - Shows what an intern assignment form should look like.
3. [SVIP Standard Operating Procedure](#) - Discusses how SVIP works and lays out responsibilities for different parties involved in the SVIP.
4. [SVIP Online Application Instructions](#) - Provides specific instructions on how to access and use the SVIP database.
5. [Sample Statement of Work](#) - An example of the Statements of Work filled out for EERE interns.
6. [FY 17 EERE Intern Request Form](#) - New intern request form (replaces FY 16 Staffing Request Form).
7. [EERE Internship Information Request Form](#) - Spreadsheet that must be filled out by the program office when requesting an EERE intern.
8. [Part B of the SVIP Application and Agreement Form](#) - Fillable form confirming the agreement of assignment between the academic institution, applicant, and sponsoring program office.
9. [Badge Memo for Onboarding Interns](#) - A sample memo for the purpose of onboarding interns.
10. [Do's and Don'ts for Summer Interns](#) - An informative article from The Washington Post discussing some of the things to do (and not do) while being an intern in Washington, DC.
11. [SEET Information for SVIP Interns](#) - Information related to the SEET Program for SVIP participants.
12. [SVIP Training Courses](#) - A list of training courses available to SVIP interns for while they are interning.
13. [SVIP Points of Contact](#) - The names and contact information for individuals associated with SVIP.
14. [Off boarding Questionnaire](#) - A list of questions to ask SVIP interns once they complete their internship.
15. [Sample SVIP Recommendation Letter for School](#) - A sample of a letter of recommendation for an SVIP intern to a college or university.
16. [Sample SVIP Recommendation Letter for Company](#) - A sample letter of recommendation for an SVIP intern to a prospective employer.
17. [Sample Certificate of Appreciation](#) - An editable certificate that can be given to interns at the completion of their internship to show the office's appreciation for their work.