

Located approximately one hour from the Twin Cities of Minneapolis and St. Paul, Gustavus Adolphus College is a 4-year, private liberal arts college in Saint Peter, MN. Students are encouraged to complete an internship, and as part of the experience answer three reflection questions using the InterviewStream system every Friday throughout the semester. Brian Koeneman, Internship Director at Gustavus, works with an average of 200 interns a year and customizes the reflection questions for each student.

## PAUSING FOR REFLECTION

Students had previously been required to complete a written assessment at the end of their internship. "It was not very effective because it was after the fact," Koeneman said. Two years ago, Koeneman learned about InterviewStream and began using it with his interns on a weekly basis. This made it much easier for both Koeneman to stay in touch with the student as their internship was going on. He developed the questions based on each stage of an internship, starting with asking the student a bit about the company where they're interning. "I'll start with something easy, like 'What's the company's mission statement?' and 'How does it fit into your core values?'" Koeneman said. He then offers feedback and comments to each student using InterviewStream's 360 Assessment feature. All students doing an internship must complete the weekly reflection question session in order to earn a passing grade.

## BENEFITS OF INTERVIEWSTREAM

Many of the students are uncomfortable with watching themselves and critiquing their responses, which Koeneman says is a good thing because "talking forces you to articulate. It's a good tool to talk about meaning, value, and passion." By completing their reflection questions and talking about their experience, the students develop a better sense of their chosen major and can decide if they're truly on the right path. Koeneman adds that the "Um Counter" is a great tool that helps students develop good verbal communication skills by forcing them to be more sensitive to their word choice and how they respond to their questions.

## IN CONCLUSION...

Students quickly adjust to using the webcam, and the system soon becomes second nature. Developing professional presentation skills and getting more comfortable with technology is a must for any job applicant, as Gustavus' experience has shown.

## BACKGROUND

Brian Koeneman, Internship Director at Gustavus, works with an average of 200 interns a year.

## CHALLENGE

Students had previously been required to complete a written assessment at the end of their internship. "It was not very effective because it was after the fact," Koeneman said.



## SOLUTION

Using InterviewStream, all students must respond to customized weekly reflection question sessions via webcam in order to earn a passing grade.

## RESULTS

By completing their reflection questions and talking about their experience through InterviewStream, the students develop a better sense of their chosen major and can decide if they're truly on the right path. Also, it made it much easier for Koeneman to stay in touch with each student as their internship was going on.