

USC: Data and Media Intern

Overview of USC

The University Service Center is a small problem-solving office located at 881 Commonwealth Avenue. The associate directors are very accessible to students, highly trained on a variety of University policies and procedures, and well-versed in working with sensitive, complex, multi-layered issues, where resolution frequently involves cooperative work between multiple University areas. We are seeking a data/media intern to assist with a variety of “behind the scenes” office operational tasks that support our excellent service for students. The position does not involve direct work with individual students.

Potential Responsibilities

Media Review and Creation

- Review website materials for clarity of presentation, usability, flow/organization, and accuracy; make suggestions for revisions as necessary.
- Assist in content development for the USC website. This could involve creation of short FAQs or how-to videos to supplement existing content.

Data and Metrics

- Assist USC staff with routine administration of surveys (voice of customer, first gen college students, etc.), and with analysis and presentation of results.
- Assist USC staff with general office metrics and statistics, focusing on the presentation of data.
- Document processes for data collection and presentation.

Note: The University Service Center routinely conducts internal business process reviews for small scale office operations. Depending on experience and interests, as well as current office priorities, there may be opportunity for intern to assist the USC project lead with a process review.

Professional Growth Opportunities

All interns will develop or enhance their understanding of, or ability for, the following:

- Written and verbal communications
- Using project management techniques to approach tasks
- Organizational and time management skills, including the need to balance competing priorities
- Working within a team setting and independently
- The USC staff’s creative approach to networking with BU professional staff

Additional growth opportunities will vary depending on an individual intern’s areas of focus, but will include some or all of the following:

- Practice exercising critical thinking and clear, concise writing through content review and revision
- Ensuring polished final product through attention to detail (proofreading, presentation skills)
- Creating new media (web text, web video)
- Practice analyzing survey data and reporting results using Excel
- Greater familiarity with the University’s Qualtrics survey platform

Supervision

Although the intern will report directly to one supervisor, he or she work closely with, and receive guidance and mentorship from, multiple professional staff members in the University Service Center.

Hours

The hours for this internship are flexible, 6 – 8 hours per week during the semester. We will work with the intern to schedule his or her hours within the University Service Center's regular business week, Monday through Friday, between 9 a.m. and 5 p.m. The University Service Center is located at 881 Commonwealth Avenue.