

Education Institute Department/Center

Administration/Communication

Description of the Department/Center

The Communications Manager supports Cleveland Clinic's Education Institute, which oversees about a dozen centers including executive education, graduate medical education, the Lerner College of Medicine and international education. We are responsible for writing articles, creating communication materials, and building and maintaining many websites. We work with a variety of professionals, from doctors and nurses to graphic designers and photographers.

Learning Opportunity

Working closely with the Communications Manager, you can expect to:

- Put your interest in web usability to work for our various internet and intranet sites
- Research trends regarding web design as it applies to usability and user experience
- Contribute to an online usability guidebook for corporate web content managers
- Enhance a usability training curriculum
- Create a framework for an online usability training course
- Lead a usability course for corporate web content managers

Learning Outcomes

At the conclusion of the internship experience, you should be able to:

- Understand the importance of web usability and user experience
- Understand web design and development best practices
- Demonstrate the ability to work as an effective team member
- Apply knowledge and skills in an authentic business environment
- Use new knowledge and skills to successfully engage in unfamiliar tasks and activities
- Integrate knowledge and skills learned in the work environment to solve problems
- Assess, critique and improve your work
- Adapt your behavior to different audiences

- Behave professionally in various environments (e.g., team, independent, etc.) by adhering to ethical standards and work commitments

Your experience will help you build your portfolio and expand your professional network. You'll also have the opportunity to attend professional development classes through the Cleveland Clinic Global Learning and Leadership Institute, have the opportunity to shadow colleagues in other departments of interest and receive frequent feedback on your progress.

Minimum Requirements

What we expect from you:

- You are an undergraduate majoring in communications, journalism, information sciences, marketing, graphic arts, psychology or closely related field.
- You are interested in web usability, user experience, communication, social sciences, graphic or visual arts, interaction design, psychology or information sciences.
- You possess an interest in web design methods, information architecture, interaction design, user research and usability.
- You wish to communicate solutions using design and development best practices.
- You can think critically and creatively while paying close attention to detail.
- You have effective interpersonal skills including the ability to accept feedback.
- You can work in a fast-paced environment and work independently when required.

Hours

15-20 hours per week

Number of Opportunities

Fall Semester (1)
Spring Semester (1)
Summer Semester (1)

Location of Internship

Cleveland Clinic Main Campus
9500 Euclid Avenue | NA22
Cleveland, Ohio 44195
Lerner Education Wing

Contact Information

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Application Deadline

Fall Semester – June 1
Spring Semester – December 1
Summer Semester – April 1