

Daniela Carvajal-Macias | HEPCAMP DC Intern

Program: *Washington State University*

Placement: *The Office of Representative Raul Grijalva – AZ*

Journal Entry – Week 2

Monday-----

There is one other intern in the office with whom I will be working alongside. It is going to make the process a little easier, especially because I know I won't be the only new person in there. One thing I noticed I am struggling with is the amount of time I am spending sitting and staring at a computer screen. Since it is training week, I know it won't be very interactive - Just because they are giving us an intro to everything.

Tuesday-----

We went through a lot of training. The agenda stated to go through multiple news resources and be up to date with any Congressman Grijalva press releases. We started off going through the platform they use to contact and respond to constituents. There was a lot of information to go through. It wasn't super overwhelming because my supervisor is really helpful and is willing to answer questions. She understands the workload and the amount we need to learn so she takes that into perspective. I am mainly trying to get familiar with the platform and the different resources. I really appreciated getting together with the other interns in the HEP/CAMP association. Just because that is the root of this internship. At the end of the workday shift, I attended an event that talked about COVID-19.

Wednesday-----

One important habit that my supervisor keeps mentioning is routine, especially in the mornings. The first couple days of setting a routine are always a little hard but it does get easier. Today, we got to attend an event before our training. Our training consisted of tips and tricks to answer calls and signing up for other training. I got to practice what it would be like to take a call from a constituent. It was really interesting.

Thursday-----

We were trained on how to respond to constituent digital mail and voicemail. It was really helpful; especially when we practiced. Our supervisor says that if we feel comfortable enough we could possibly start having more independent work by next week. She also mentioned how fast the other intern and I are learning.

Friday-----

Today was more of an independent day. I got to handle voicemail audios on my own with help from my supervisor. I also got to respond to digital mail. At the end of the day, I met up with the other intern on Zoom to review all the training. It was cool because there was a lot that we went through and it was super helpful to just review it together.