

Bachelor Degree Internship Handbook

BUS400: Internship Course (3 credits. Each credit is equivalent to 40 work hours)

Introduction: This internship course is required for students pursuing a bachelor's in business or accounting. It is designed to provide student interns the opportunity for a meaningful career-related experience in a corporation, government, and/or a non-profit organization. Student interns are expected to practice and expand upon their knowledge and skills learned in the classroom in a hands-on work environment. This experience should provide a better understanding of the business surroundings while facilitating the transition from the classroom to the career environment.

Student interns can register for the BUS 400 Internship course once they have:

1. Successfully completed the Employment Skills Workshop (ESW101).
2. Received approval from the faculty mentor/facilitator and their academic advisor.
3. Confirmed being in good academic standing with a GPA of 2.5 or higher.
4. Completed at least 45 credit hours toward their bachelor's degree.

Student Internship Criteria:

1. Student interns may complete their internship during the fall, spring, or summer semesters.
2. The student intern should register for BUS 400 once they have passed ESW101. It is strongly recommended that students begin seeking a location to do their internship as soon as the Employment Skills Workshop is complete. **It is the student's responsibility to find an employer that will provide them with 120 hours of meaningful work for this course.**
3. All student interns who obtain internships must report the internship to the faculty mentor prior to their start date for approval. Internships started without approval and necessary documentation cannot be counted for the course.
4. Complete an internship agreement form prior to beginning the internship. Signed agreement must be submitted on Canvas by end of week 1 of the BUS 400 course.
5. Students are expected to complete the 120 hours for their internship during the semester in which they are registered for BUS 400. Students may petition for an incomplete in the course if extenuating circumstances prevent them from completion. An incomplete would have to be approved by the employer and the faculty mentor. All completed work must be submitted within 30 days after the semester ends.
6. Final grades for internships must be submitted prior to conferral dates (the last day of the semester) so the Registrar's Office can audit the student record, confer it, and submit to NSC for mandated reporting. Students who don't complete internship hours by the end of the term in which the internship is registered can apply for an incomplete. However, the incomplete grace period will end five (5) days prior to the next available conferral date. Degrees of students who don't meet these deadlines will be conferred on the following conferral date.

Business Competencies: Although an intern is normally not able to apply all competencies during the internship, it is expected that many, if not most, of the competencies listed below will be successfully demonstrated during the internship:

- *Work Quality* - Plans ahead to complete work thoroughly and accurately, understands requirements, sees assignments through to completion and meets all deadlines and expectations. Displays a positive attitude.
- *Productivity* – Produces a reasonable amount of work in the time allotted. Completes activities in an organized, timely and efficient manner. Plans ahead and meets deadlines.
- *Self-development* – Presents a professional image and reaches out to co-workers. Seeks training, instructions and feedback. Takes ownership of own development. Is inquisitive and seeks answers.
- *Effort/Initiative* – Seeks out new assignments and duties; wants to learn more about the internship and business. Takes initiative to help others and pitches in where needed. Suggests and implements solutions.
- *Effective Communication* – Effectively gives and receives information, ideas and opinions verbally and in writing. Keeps supervisor and co-workers updated on progress. Uses common courtesies and reaches out to help others.
- *Customer Focus* – Demonstrates appropriate attention to customer needs when making decisions and taking action. Is responsive and courteous with customers. Listens and empathizes with customer concerns. Researches concerns to find solutions.
- *Job Knowledge* – Understands duties and responsibilities. Seeks instructions and advice from key colleagues. Sets goals and is organized. Wants to learn new things and asks questions to clarify information.
- *Teamwork/Cooperation* – Willingness and ability to work and cooperate with others. Solicits the advice and opinions of others and is open-minded. Seeks to collaborate with the team on solutions.
- *Problem Solving* – Resolves problems effectively by considering appropriate options before making a decision. Looks for and considers alternative solutions. Open to new ideas and pro-active in finding ways to avoid problems.
- *Modeling Company Values* – Shows an approach towards people and work that is consistent with the overall values of the business. Professional in appearance and demeanor.

Your BUS 400 Internship Course on Canvas

This internship course requires (a) 120 hours of work at your internship location, and (b) submission of ALL assignments/documentation in your BUS 400 Internship course on Canvas. On Canvas, your course will include assignment areas for all the required forms that are provided at the end of this handbook. These forms are also available on Canvas. Be sure to turn in all required documentation by the conclusion of the semester.

Assignments for Academic Credit for BUS 400: Internship Course

- **Internship Agreement Form & Guidelines**

See forms below for more information.

- **Employer and Student Internship Project Work Sheet**

In collaboration with the employer and faculty mentor, the student intern will develop one (1) project/goal per course credit. For instance, if the student intern registers for a three (3) credit internship, he or she will work with the employer and faculty mentor to develop three separate projects/goals. The projects/goals will be developed based on the location of the internship and specific to the employer's needs as well as the student intern's abilities. *This assignment must be developed within the first week of the student intern's start date.* The student will complete the work sheet and submit to the business internship advisor for final approval.

Examples of projects:

1. Develop and implement an inventory spreadsheet.
2. Create a database for new customers.
3. Develop marketing materials for various promotional events.
4. Conduct research for a specific product/idea.

- **Weekly Timesheets**

Internship timesheets should be submitted to the faculty mentor via Canvas. Remember that completed timesheets are a part of the student's final grade and should be submitted at the end of each work week. Time sheets must be signed by both the student intern and the employer.

- **Journals**

The student intern will document his/her learning experiences at the internship site into a [maximum one-page paper] journal entry. The journal should include a summary of the daily activities, tasks, assignments, projects, duties, etc. that were completed within a particular block of time. Any reflection or personal experiences that impacted the student should be part of this journal process, too. By writing these journals throughout the internship, and after concluding significant projects or portions of the experience, students will have documentation to show potential employers and to refer back to when completing their graduation requirements for the bachelor degree.

One journal should be completed at the conclusion of each major milestone and/or project/goal and uploaded via Canvas. **A total of three (3) journals specific to the goals identified at the start of the semester should be submitted by the conclusion of the internship.**

- **Final Presentation or Paper**

During the last week of the semester, all student interns will be expected to present an overview of their internship experience or submit a written document that provides an overview of the experience. During this final presentation/paper, interns should include a summary of the required project(s) that were completed during the internship. The following criteria should also be included in the slides/paper:

I. Introduction

- Student intern name and title of position
- Name of company/organization
- Name of faculty mentor and company supervisor
- Address and telephone number of company/organization

II. Section One - The student will describe his/her role at the business. Information should include, but is not limited to, the following:

- Purpose/mission of the company/organization
- Approximate number of people working and number of departments
- Brief description of customers/clients/people served
- Specific brief description of the department in which you worked
- Marketing materials (flyers, brochures, etc.)
- Photos of group projects, accomplishments, etc.

III. Section Two - Description of the projects completed

- Describe the process taken to complete the identified project(s)/goal(s).
- Describe in detail the purpose of the project and how it was incorporated into the workplace.
- Analyze the strengths and weaknesses you discovered in carrying out the work.
- Discuss what was learned from fellow workers, both personally and professionally.
- Discuss, compare, and contrast perceptions and expectations at the beginning and end of the internship.
- Analyze skills, ideas, and knowledge learned from the placement; indicate which are needed most in this field and why.
- Discuss how the skills learned and this internship may influence your academic decisions and career focus/choices for the near future.

IV. Section Three - Self-Reflection Questions

- How would you describe your learning experience at the internship site?
- What skills did you bring to the internship site?
- What skills did you gain throughout the experience?
- How do you think the internship will help prepare you to reach your future career goals?

NOTE:

The above comments and questions are just a starting point for the student intern to reflect upon their internship. Students should add additional information that they feel is important to share with their faculty mentor.

Internship Agreement Form

Student Intern Name
Student Intern Signature
Major
Credits Completed
Current Overall GPA
E-mail
Phone Number
Permanent Address
Organization/Employer Name
Employer Phone Number
Employer Address (Street/P.O. Box)
Employer's Address (City) (State) (Zip)
Immediate Supervisor Name and Title
Supervisor Signature
Supervisor Phone
Supervisor E-mail
Internship Start Date
Estimated Completion Date
Rate of Compensation (if applicable)
Anticipated Hours worked per week (approximate)

Guidelines

1. Internships will be 3 credit hours (120 hours of work time), the majority of which must be completed within the semester during which the student is registered for BUS 400.
2. The faculty mentor will enter each assignment grade upon completion of all internship requirements.
3. The intent of the internship program is to allow student interns to devote time to gain practical work experience. Student interns are permitted to take additional courses while completing an internship; however, course loads should be kept within reason.
4. Student interns completing their internship at their current place of employment must incorporate new learning experiences at the workplace. This must be reviewed and approved by the division chair.
5. Student interns are required to complete a minimum of 120 hours of work for three semester hours of academic credit in an approved internship site.
6. A final grade is contingent upon "satisfactory" evaluations by the employer and faculty mentor and submission of all completed assignments.
7. The intern must pay regular tuition and fees for credit hours, unless completing the internship during summer, which may incorporate a discounted rate for credit hours.
8. The intern must also register for the internship for the academic term during which the work is being performed. Internship credit will not be granted retroactively; student interns must have internships approved in advance.
9. All student interns will have a faculty mentor (course facilitator) and a separate employer supervisor. The intern is subject to the jurisdiction of all rules, regulations, and codes of conduct impacting student interns at Lackawanna College and the handbook, as well as those that the employer may require.
10. Student interns must maintain confidentiality and professionalism with regard to sensitive information gained in the work environment.

Responsibilities of the College (Faculty Mentor / Course Facilitator)

1. Provide the student the opportunity to complete Employment Skills Workshop series prior to registering for the internship course.
2. Provide the student intern with a pre-internship orientation.
3. Provide the participating employer/business with appropriate instruments for evaluating the student intern.
4. Mentor students during their internship.
5. Assist the student intern in developing work projects provided by the employer/business and the internship experience, if necessary. This should really be the responsibility of the student and their supervisor; however, it might be beneficial for the faculty mentor to offer suggestions if either party needs guidance.

Responsibilities of the Participating Employer/Business

1. Assign a supervisor/mentor to work directly with the student intern to achieve the educational goals of the internship by assigning appropriate work duties.
2. Complete the employee project worksheet within the first week of employment.
3. Sign off on weekly timesheets.
4. Provide an internship job description.
5. Provide the student intern with an orientation to the work-site duties, hours, and employer/business expectations.

6. Schedule regular meetings with the student intern and provide an appropriate evaluation of the student intern's performance.
7. Provide a safe and secure workplace where the student intern has the opportunity to meet his/her educational objectives.
8. Complete the student evaluation for submission to the faculty mentor.

This agreement is subject to any specified educational objectives, duties, learning outcomes, and evaluation methods on the accompanying page(s). Any party with two weeks' notice may terminate the agreement.

The College or the Employer/Business has the right to terminate a student intern's experience if either party feels the student intern is not performing satisfactorily.

The following signatures confirm understanding and acceptance of the terms of this agreement:

Student Intern Date
Employer/Supervisor Date

A complete agreement form, including an internship job description, is required prior to participation in the internship. The forms should be submitted to the faculty mentor via the BUS 400 course on Canvas. A copy of this completed form should be given to the participating employer/business.

BUS 400: Employer and Student Intern Project/Goal Worksheet

In collaboration with the employer/supervisor, the student should create one project/goal for every 40 work hours earned. Projects must be business related, realistic for a student learning environment, and developed within the first week of starting their internship. This form should be submitted to the faculty mentor via Canvas within the first week of the semester.

Student Name: _____

1.
2.
3.

**BUS 400: Internship
Student Internship Timesheet**

Internship timesheets must be submitted to the faculty mentor on a weekly basis. Remember, completed timesheets are a part of the final grade! Please provide information regarding activities/duties during each day as well as any additional comments.

Student Name		
Supervisor Name		
Name of Organization		
Week of		
Day and Date (month and day)	Hours each day	List Activities/Duties Performed
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		
Saturday		
Sunday		
Total hours for this week		
Total internship hours (<u>accumulated</u> since the start date)		
Student Signature		Date
Supervisor Signature		Date

Employer Evaluation of Student Intern

Please respond to the following questions and provide an honest appraisal of the student, your experience as their supervisor, and their contributions to the organization.

Organization	
Supervisor Name	
Student Name	
Semester	Date

Please rate the following aspects of your student intern based on this scale:

- 4 Excellent (Always demonstrates this ability/consistently exceeds expectations)
- 3 Good (Usually demonstrates this ability/sometimes exceeds expectations)
- 2 Average (Sometimes demonstrates this ability/meets expectation)
- 1 Poor (Seldom/Never demonstrates this ability/does not meet expectations)
- N/A Not Applicable (Unable to observe particular characteristic)

A. Ability to Learn

- Asks pertinent and purposeful questions.
- Seeks out and utilizes appropriate resources.
- Accepts responsibility for mistakes and learns from experiences.

B. Reading/Writing/Computation Skills

- Reads/comprehends/follows written materials.
- Communicates ideas and concepts clearly in writing.
- Works with mathematical procedures appropriate to the job.

C. Listening and Oral Communication Skills

- Listens to others in an active and attentive manner.
- Effectively participates in meetings or group settings.
- Demonstrates effective verbal communication skills.

D. Creative Thinking and Problem Solving Skills

- Breaks down complex tasks/problems into manageable pieces.
- Brainstorms/develops options and ideas.
- Demonstrates an analytical capacity.

E. Professional and Career Development Skills

- Exhibits self-motivated approach to work.
- Demonstrates ability to set appropriate priorities/goals.
- Exhibits professional behavior and attitude.

F. Interpersonal and Teamwork Skills

- Manages and resolves conflict in an effective manner.
- Supports and contributes to a team atmosphere.
- Demonstrates assertive but appropriate behavior.

G. Organizational Effectiveness Skills

- Seeks to understand and support the organization's mission/goals.
- Fits in with the norms and expectations of the organization.
- Works within appropriate authority and decision-making channels.

H. Basic Work Habits

- Reports to work as scheduled and on-time.
- Exhibits a positive and constructive attitude.
- Dress and appearance are appropriate for this organization.

I. Character Attributes

- Brings a sense of values and integrity to the job.
- Behaves in an ethical manner.
- Respects the diversity (religious/cultural/ethnic) of co-workers.

K. Employer Comments:

This assessment was reviewed with the intern on ____/____/____
Student Signature
Evaluator Signature

This form should be uploaded to the student's BUS 400 course on Canvas.

Student Evaluation of Internship

Please respond to the following questions regarding your internship experience. Please provide an honest appraisal of the internship site, your supervisor, and the overall contribution to your educational experience.

Student Name	
Organization and Supervisor	
Semester	Date

Please rate the following aspects of your internship experience based on this scale:

- 4 Excellent
- 3 Good
- 2 Average
- 1 Poor
- N/A Not Applicable

- ___ Work experience related to my area of study
- ___ Adequacy of employer supervision
- ___ Helpfulness of supervisor
- ___ Acceptance by fellow co-workers
- ___ Opportunity to use my education at Lackawanna College in projects at the internship
- ___ Opportunity to use information from the Employment Skills Workshop at the internship
- ___ Opportunity to problem solve independently
- ___ Opportunity to problem solve collaboratively with co-workers
- ___ Opportunity to develop my creativity
- ___ Cooperativeness of co-workers
- ___ Opportunity to develop my human relations skills
- ___ Opportunity to develop my communication skills (oral and writing)
- ___ Provided levels of responsibility consistent with my ability and growth
- ___ Opportunity to develop critical thinking skills
- ___ Received feedback on my progress and abilities throughout the internship
- ___ Effort of the supervisor to make it a valuable learning experience for me
- ___ Overall, I feel that the internship added value to my educational experience in my degree

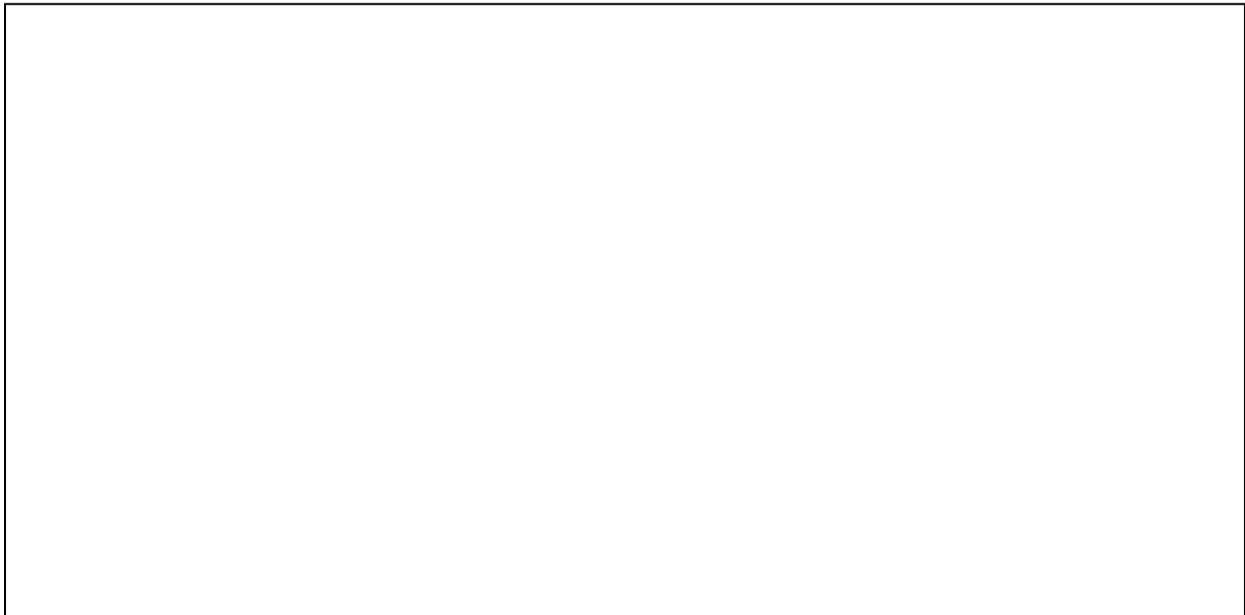
Please feel free to explain any of your responses in the space provided below.

Would you work for this supervisor again? **Yes No Uncertain**

Would you work for this organization again? **Yes No Uncertain**

Would you recommend this organization to other students? **Yes No**

Please provide any explanations to any of your answers that you feel would help the school or the organization to improve the internship course, or anything else relevant to your experience.
Thank you!

A large, empty rectangular box with a thin black border, intended for the respondent to provide explanations for their answers to the questions above.

This form should be uploaded to your BUS 400 course on Canvas.