

BLOOMSBURG UNIVERSITY
Bloomsburg, Pennsylvania 17815

DEPARTMENT OF MANAGEMENT
COLLEGE OF BUSINESS - INTERNSHIP GUIDELINES

STATEMENT OF OBJECTIVE

The University's definition is:

"An internship is an educational plan which integrates classroom experience and practical work experience in industrial, business, or government work situations. It allows students the opportunity to translate academic theories and principles to action, to test out career interests and to develop skills and abilities through carefully planned and supervised programs related to the degree they are seeking."

ELIGIBILITY GUIDELINES

- a. A business student must have at least 75 credit hours in order to be eligible for the program.
- b. A student must have a minimum cumulative average of 2.50 to be eligible for the program.
- c. A student will have completed the appropriate course work that matches the internship's functional area (e.g., at a minimum, Human Resource Management is required, and at least one additional HRM course is strongly recommended, for a HRM internship; Principles of Management and at least one additional Management course for a (general) management internship).
- d. No more than six (6) credits will be granted for internship credit.

Internship credits must be used for the requirements under 'Elective Course Options for Management Majors' section of the requirement sheet.

APPLICATION PROCEDURE – First you need to go to the BU internship website: <http://internships.bloomu.edu>. Read the important information for students on the left side of the web page. See if the organization where you plan to do the internship has an affiliation agreement on file with BU. If not, you must contact the Management Department Chairperson who will request an affiliation agreement. You need to provide the following information to the Chairperson: Name of organization; mailing address; phone number; internship supervisor; their title; and their e-mail address.

APPLICATION

The student will complete the on-line version of R.O. #509, "Application for Internship", and submit it (with all required attachments) to the Department Chair. Students must include a (1) recent resume, (2) job description on the organization's letterhead, and (3) multi-page proposal, as part of the application.

AFFILIATION AGREEMENT

When you are ready to complete Form 509, Application for Internship, be sure to use the online version of the form found on the internship website. If no Affiliation Agreement is on file in the Registrar's Office, you should allow at least 8 weeks for final approval and should be cautioned that all approvals and registration for the internship are contingent upon successful negotiation of an Affiliation Agreement between your prospective employer and the Registrar's Office.

Your internship application will not be approved and you will not be enrolled for course credit until an Affiliation Agreement is on file.

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DEADLINE

Complete application packages must be submitted to the department **no less than 1 month before the semester begins**. If no affiliation agreement is on file, submit your application at least 2 months in advance and initiate the request for an affiliation agreement (through the Department Chairperson). This will allow sufficient time to ensure the proposal and job description are acceptable. For example, if the semester begins on August 25, your completed application must be submitted to our department office no later than July 25 (or June 25 if an affiliation agreement is needed). It is advisable to not wait until the last minute; some internships are weak in content and may not be approved, so it is best to be made aware of any such problems as early as possible so that you can plan accordingly.

Please do not assume that if you have met the application deadline your internship will be approved. There are instances where the proposed internship lacks academic integrity and must be disapproved.

It is strongly recommended that a student begin seeking an internship site as early as possible. Interested students are encouraged to seek their own opportunities and set up an appointment for an interview with an employer. Students seeking an HR internship are advised to contact the HR concentration advisor (Dr. Kleiman) for a list of possible HR-internship sites in the Bloomsburg area. Also look for a list of internship opportunities at <http://internships.bloomu.edu>.

JOB DESCRIPTION

Once you have secured an internship site, you must arrange for an official job description from your prospective supervisor. The job description should be printed on the firm's letterhead and must contain a detailed statement of the Internship duties and responsibilities. The job description must be in your possession before you can write the internship proposal; and it must be part of the application package submitted to the department chairperson. Applications lacking a job description will not be evaluated or approved. Under no circumstances should you submit your proposal without attaching the job description, as your proposal must relate specifically to the duties listed in the job description.

It is your responsibility to ensure the duties in the job description are managerial in nature (or directly related to HRM for HR internships). They must not be clerical in nature (filing, copying, answering phones), and should be commensurate with 3 or 4 years of college study. The job duties should be similar to the type of position you would accept as a result of earning your degree. In other words, your college degree should be preparing you for duties listed in the job description.

STUDENT PROPOSAL

You are to submit a 2-3 page, typewritten proposal, double spaced, that contains the following information:

- a) The bulk of your proposal should discuss how this internship will relate to specific courses you've taken. In your write-up, devote at least one paragraph each, to two or more different management or HR courses you have completed. You may also include another business course or two, in addition to the management or HR courses. You may relate the internship duties to a course you plan to take in the next semester. Relate the duties in the job description to what you have learned in your management courses or HR; one or two sentences will not suffice. It is your responsibility to show your basic understanding of what you have learned in your courses, and how the course content will relate to your internship duties.
- b) How the internship will relate to your career goals;
- c) What, specifically, you hope to gain from this experience.

An internship will require 40 hours of work for each academic credit earned. Thus, a 3-credit internship will require 120 hours of work and a 6-credit internship would require 240 hours. Internships for other credit totals (between 4 and 6 credits) are permissible using the above formula.

STUDENT REQUIREMENTS/EVALUATION PROCEDURES – subject to modification by your faculty supervisor**EVALUATION PROCEDURES:**

Student grades will be based upon the following requirements:

Logs & Other Reports	50%
Final Paper	20%
Supervisor's Evaluation	30%

Logs & reports may be submitted by e-mail not later than the dates agreed to in advance by the professor and student. The final paper and the on-site supervisor's evaluation must be received not later than Friday of final exam week for the semester in question, unless other arrangements are made in advance with your faculty supervisor.

Students must submit a listing of each day and the number of hours worked so that 120 hours are documented for a 3-credit internship (240 for 6 credits). The work supervisor needs to sign the work hour log to verify hours worked. Attach this to the work site supervisor's evaluation sheet.

WORK SITE SUPERVISOR'S ASSESSMENT:

The work site evaluation by the supervisor is to be completed on the form included with these Guidelines. It is your responsibility to ensure that your on-site supervisor completes the evaluation form and submits it to your faculty supervisor. Your signature should also appear on the form, above the supervisor's signature.

No final grade will be awarded without the completion of the logs and final report. Academic credit is evaluated (A, B, C, . . .) on the quality of the written reports as well as on the quality of work performed.

FACULTY SUPERVISOR RESPONSIBILITIES AND GUIDELINES

Faculty supervising student interns must meet their contractual on-campus office hours that semester.

a. Conferences with the Work Supervisor

Prior to the beginning of an Intern's program, the faculty supervisor is to discuss the program with the Intern's work supervisor. It is strongly recommended that this be done in person, before the end of the first week of classes. If distance prohibits this, a telephone call may be substituted.

The purposes of this meeting/discussion shall be to inform the work supervisor of the College's procedures and expectations, clarify the Intern's duties and responsibilities, answer any questions the work supervisor may have, and arrange for future visitations to the Intern's work site.

The faculty supervisor is to meet at least once more during the semester with the work supervisor. It is suggested that this meeting occur near the end of the semester. Where practical, the meeting with the Intern's employer should be done in person. This meeting should include a discussion of the Intern's progress, strengths, and weaknesses, and any other problems/questions the employer may have. It is also urged that the faculty supervisor meet with other managers or personnel the Intern may have interacted with in the performance of his/her duties.

Telephone **and e-mail** contact with the on-site supervisor may be used as a substitute for visits when visits are impractical due to distance. Also telephone contacts may serve as a supplement to the on-site visit. Including the on-site visit, a minimum of two contacts with the on-site supervisor should be made during the duration of the internship.

A list of discussion items to discuss with the internship site supervisor is included on the last page of

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this document.

b. Logs & Report Evaluations

The faculty supervisor will evaluate the intern's logs using the Internship Log Evaluation criteria (see page 5 of these Guidelines). The faculty supervisor will evaluate the intern's other reports and final paper according to the criteria listed in the next section, Logs & Reports. For all assignments, the faculty supervisor will provide detailed feedback to the intern in a timely manner.

Faculty supervisors have the option of modifying the Logs and Reports requirements (in the next section), as they see fit.

c. Performance Evaluation

Each cooperating work supervisor is requested to complete the Work Site Supervisor's Assessment (copy attached), discuss it with the Intern, and return it to the faculty supervisor. It will be the responsibility of the Intern to remind his/her work supervisor to complete the Performance Evaluation Report and forward it to the faculty supervisor. The work supervisor's signed verification of intern's work hours log should be attached.

d. Final Evaluation

While the employer and the student no doubt view the internship experience as a "work" experience, the University is awarding academic credit because it is a learning experience. The student's final grade is thus based on the quality of the written reports about that work, as well as the quality of the work performed.

The logs and other reports, including the final paper, that are submitted by the student to the faculty supervisor will be evaluated based on their quality. Therefore, the student's grade is determined based on two separate criteria: Quality of work performed as evaluated by the employer, and quality of the reports as evaluated by the faculty supervisor. Based on the work supervisor's evaluation and the Intern's written reports, the faculty supervisor will award a letter grade for the internship experience, using the traditional A-E scale.

LOGS & REPORTS:

Logs should be written as a journal (documenting approximately 20 hours at a time) rather than as a daily account of what you did. This gives you a better opportunity to synthesize the information into a coherent learning experience.

- Keep a log for 40 hours of work on a 3 credit internship (60 hours for 6 credits). Submit two sets of logs (approximately 20 hours each) to the faculty supervisor. No final grade will be awarded without both sets of satisfactory logs and other required assignments. **With the second set, include a cover letter that briefly explains what you have learned from keeping the logs.**
- Logs are to be typed and double spaced, and should include your name, organization where the internship is, and dates the log covers. You should also include a running total of dates and number of hours worked each day.
- In each write-up, summarize what you did that period – what was accomplished, what problems arose and how they were solved, what problems remain, etc. Relate your experience as much as possible to your academic and classroom experience. (see details in paragraphs that follow)
- Be extemporaneous. Make observations about the organization, your supervisor, co-workers, and the general nature of your experience thus far. The logs provide a means for your faculty supervisor to assure that the employer is providing you with a challenging and meaningful learning experience.

In your logs you need to make explicit links to concepts and theories learned in your (human resource) management or other business courses. Cite textbooks in your write-ups (author, title, year,

and chapter numbers & topics). **Be punctual; submit each log within 5 days of the last work day covered in that log.**

No supplementary materials or attachments need to be submitted with your logs/journals. That material should be included with your final paper. For each set of logs you should have at least four typed pages, double spaced. Please begin with the dates, number of hours worked each day, and also keep a running total of all of your hours worked, beyond the 40 hours required for logs. We need to ensure that we have documented 120 hours of work for 3 credit hours.

Devote at least one page to describing your duties for the 20-hour period. Devote another page(s) to integrating your tasks with theories/concepts you learned in your related courses; refer to the textbook, provide a definition, and then explain in some depth how those tasks relate to (or differ from) what you learned in your courses. The last page(s) should be a summary of your extemporaneous observations, where you discuss things you are noticing at the workplace (as either good or not so good, and why).

Logs will be evaluated on these criteria:

• Presentation (grammar, spelling, vocabulary, etc.)	1	2	3	4
• Integration of work duties with academic and classroom knowledge	1	2	3	4
• Extemporaneous Observations as described above	1	2	3	4
• Punctuality of log submissions	1	2	3	4
• Overall evaluation	1	2	3	4

1=Excellent

2=Satisfactory

3=Unsatisfactory

4=Not Applicable

Tips for Maintaining Logs

You need to submit a set of logs for approximately 40 hours of work; prepare two sets covering about 20 hours each.

Keep a daily record of what you did on the job; it is useful to keep a notebook at your work site and set aside a regular time at the end of each day to record something—tasks accomplished, any problems that arose and how they were solved, problems that are continuing, explanations of the specific duties you performed; extemporaneous observations. Eventually you will integrate your work with academic and classroom knowledge (cite specific course concepts, theories, etc., from textbooks). Every few days record additional information such as insights you have, lessons you have learned, priorities, goals, and questions. At the end of the 20-hour period, compile your notes into a typed product.

Additional Reports - Select any 2 from the following list (select 3 for a 6-credit internship):

OPTION A - Work Product – turn in a product of your work in the organization (e.g., a report, a project, or a compilation of your work). This should be decided on in conjunction with your supervisor BEFORE you submit it, as sometimes you cannot bring your work outside the organization because of confidentiality or proprietary reasons.

Ideally, this should be a product you can show to a potential employer that demonstrates your professional skills. With this product, turn in a brief cover letter explaining what you did and what contribution you were able to make to this effort. Also, tell what you learned from your involvement in the activity, and how that experience will help you attain your career goals.

OPTION B - Presentation to Students about Your Internship – Give a presentation about your internship to other students in a formal setting (e.g., a professional club meeting in your major, or to a class). You are encouraged to use PowerPoint slides for your presentation. Be sure to coordinate the

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date of the presentation with a professor before you select this option. In the presentation, tell what you did on your internship, what you learned, what helped you succeed, what you would like to do differently next time, how your course work was relevant, and what advice you would give to others who may do an internship. Leave time for students' questions. Give your faculty supervisor a copy of your slides and notes and proof that you did your presentation (e.g., thank-you note, announcement, or note from professor/club advisor). Try to schedule your presentation so that your internship faculty supervisor is able to attend.

OPTION C - Your Organization, Your Colleagues, Your Job, and You - In about five pages, describe your organization, your colleagues, your job, and how you fit into the overall picture. Specifically address the following:

First, discuss the organization that has employed you as an intern, including the nature of the business, its history, size, mission, products/services, and so on. If profit-oriented, discuss its customer base, market share, and major competitors. If a government or nonprofit organization, discuss the constituents, clients, students, or others receiving the service/products.

Second, describe the unit you worked in and who you worked with. Is your work site a headquarters or a branch operation? What functions are performed at this site? Describe the work unit to which you have been assigned and its place in the overall organization. Include such things as its history, size, functions, current projects, leadership, and anything else you find relevant. What kind of network of support did you have in your work colleagues? Who gave you feedback, information, social support, or informal tips about the organization's culture?

Third, describe your job and how you fit into the team and/or the organization. What value did you add? How did you affect the overall productivity of your unit and your organization? What unique qualities did you bring to your organization that will enable you to make a difference? Make some summary remarks about how your understanding of the organization, your colleagues, your job, and your unique contribution evolved over time. Do you have a different perspective than you did at the beginning of your internship?

OPTION D - What You Learned and Updated Resume

In about five pages, provide a summary of your internship work assignments and projects including major obstacles faced and problems solved, accomplishments (go into detail here), rewards, mistakes, or disappointments. Discuss what you have learned from your experiences. What did you learn about your strengths, talents, weaknesses? What did you learn about the kind of work and kind of work environment that you like? How will the skills and knowledge gained from this internship help you attain your career goals? What advice can you offer to other students concerning how to have a successful internship? Include your updated resume (include this internship on the resume) as an appendix to your paper.

FINAL PAPER:

The final paper is due no later than Friday of finals week. Write a paper (about five pages, typed and double spaced) that draws connections between your internship and **either**

(a) three content areas in your major/supporting concentration;

or

(b) three classes you have taken (preferably management or HR classes)

- How have these three things informed you and helped you in your internship?
- How has your internship helped you further your understanding of these three things?
- What further coursework or topic areas would you like to learn about at school or on the job?

You are encouraged to submit supplemental materials (attachments) documenting work that facilitated your learning.

Last, provide a critique of your internship experience.

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- What were its strengths and weaknesses?
- How might your experience have been improved? Feel free to critique the College's internship program, the faculty supervisor, the work supervisor, and/or the organization where you worked.

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Bloomsburg University – College of Business
INTERNSHIP WORK SUPERVISOR ASSESSMENT

INTERN NAME: _____ Signature: _____

SUPERVISOR NAME: _____ Signature: _____

POSITION: _____ Phone # or e-mail: _____

FACULTY COORDINATOR: _____ DATE: _____

Assessment Criteria	Pts	Level 1 (0 Points)	Level 2 (1 Point)	Level 3 (2 Points)
Knowledge and skills in related business area				
Communication skills				
Problem-solving ability				
Relevant information processing techniques				
Business ethics and responsibility				
Attitude and enthusiasm toward work				
Analytical skills				
Organizational skills				
Leadership potential				
Teamwork skills				
Meets requirements of job description				
OVERALL RATING				

NOTE: Level 1- Does not meet expectations; 2 – Meets expectations; 3 – Exceeds expectations

1. What would you consider to be significant strengths of the intern apart from those already mentioned?

2. In what area(s) do you feel growth or improvement is needed?

3. If you had an opening in your office for which the intern had the appropriate background, would you consider hiring him or her?

Yes _____ No _____

4. General Comments (attach additional sheet(s) as needed):

Return to:
Faculty Supervisor
Bloomsburg University/College of Business
Department of Management/Sutliff Hall
Bloomsburg, PA 17815

Please attach a listing of all dates and hours worked, including total number of hours – this should be signed by your on-site supervisor.

Faculty supervisors may wish to use these items for meetings with site supervisors:

Discussion Items for Internship Site Supervisor

Name of the Intern: _____

Organization: _____

Site Supervisor's Name: _____

Date: _____ / _____ /20__

1. What did the intern do for you?
2. How long did he/she work for you?
3. In your view what did he/she learn at your institution?
4. As a learner how do you rate him/her?
5. What are his/her strengths as a prospective professional?
6. What are his/her weaknesses that he learned/need to overcome?
7. Did you find him/her fully prepared for a career? Why or why not?
8. Did you find him/her academically prepared? How?
(We value your comments and we will pay close attention to your comments pertaining to curriculum improvement)
9. You are responsible for approximately 1/3 of the intern's grade. Our letter grades are: 95% and above= A; 90-94=A-; 87-89= B+; 80-86=B and the like. What grade would you give to the intern?

10. Would you hire another intern from us? Why or Why not?

