

**NEW COLLEGE OF
INTERDISCIPLINARY ARTS AND
SCIENCES**

COLLEGE INTERNSHIP PROGRAM

STUDENT HANDBOOK

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PREFACE

Welcome! This handbook provides suggestions to assist you in a challenging and meaningful internship experience.

The internship should deepen your understanding of academic course work that you have completed; it should also provide you an opportunity to develop practical skills in your career goals. This handbook also contains guidelines for structuring and engaging in an internship. You will be asked to critically reflect upon your experiences and draw links between your understanding of theoretical issues and your personal sense of ethics.

If you have questions about any aspect of the internship, contact the Director at (602) 543-6007, or the Administrative Assistant at (602)543-4506. An electronic copy of your resume is required prior to the first meeting with the Director.

How does this internship fit into my overall career development?

By being involved in this internship program, you have taken an active role in your career development. To assist you further, several internship requirements have been designed, e.g., papers, journaling, group reflective meetings, and supervisor evaluations are critical components for this course. You are encouraged to make use of the resources provided by ASU West Career Services and Personal Counseling Center.

What an internship is not

TIME-OUT

Although an internship is usually pursued outside the university setting it should not be viewed as “time-out” from school. An internship is a learning experience. Some students learn more effectively through experience and an internship provides that opportunity. Remember, a grade or credit for an internship is based on what you demonstrate during the internship. Integration of academic training (e.g., journal entries, attendance and participation at internship meetings, writing formal papers) will also become part of your final grade.

AN EASY GRADE

Internships are usually more rigorous than attending a regular class. Pursuing an off-campus internship along with other classes can create a demanding schedule that requires a great deal of time and energy. When considering an internship, plan to do it during a light semester.

VOLUNTEER EXPERIENCE

Regardless of financial arrangements, an intern is different than a volunteer. Interns earn credit from this learning experience. A faculty sponsor will evaluate the quality of learning that is taking place throughout the semester.

Volunteers usually perform tasks equally well, but may not deliberately reflect on the learning experience. Being insightful and striving to meet identified goals for the internship will contribute to a successful grade.

RESIDENT EXPERT

Interns bring special skills, knowledge, and ideas to an organization. However, it is not appropriate for the organization to expect an intern to be the “resident expert” or fill gaps where staff members lack basic skills or knowledge. A professional staff member of the organization should supervise the intern.

GO-FER

The student should not perform all routine or uninteresting work for the organization. The internship should be a meaningful learning experience. Whether or not a task is meaningful should be determined by the Director or Program Coordinator. Most positions and/or projects involve *some* routine work; however, it should be limited to twenty percent of the time.

GUARANTEE OF A JOB OFFER

As well as helping explore career options, an internship can be an excellent stepping stone to employment; however, there are no guaranteed job placements. Many employers look for experience; therefore, when competing for a particular position an internship may prove beneficial. A good way to advance your career is to build an information and referral network during the internship.

Taken from *The Internship as Partnership: A Handbook for Campus-Based Coordinators & Advisors*, National Society for the Experiential Education, 1995.

What are my rights and responsibilities while involved in this internship?

Listed below is a brief overview of your rights and responsibilities when fulfilling internship requirements.

RIGHTS

- To be interviewed and once confirmed to a site; be assigned specific, varied, and appropriate tasks.
- To learn about the organization culture, policy, co-workers, programs, and activities.
- To receive orientation, training and ongoing supervision for the job expected.
- To do meaningful and satisfying work.
- To be treated as a co-worker.
- To be given an opportunity to voice opinions and ideas. Include these issues in your program and activity planning.
- To have an opportunity to pursue leadership roles.
- To be evaluated and receive letters of commendation based on the quality of service.

RESPONSIBILITIES

- To respect confidentiality.
- To maintain professionalism; observe dress code, avoid gossip, be punctual, etc.
- To be open-minded and respectful when opinions are shared.
- To demonstrate respect for cultural and gender-based differences and to consciously seek to understand perspectives different than your own.
- To understand a commitment for tasks assigned and to complete them in a timely manner.
- To follow organizational policies and procedures.
- To share learning objectives with your colleagues at work.
- To seek honest, constructive feedback.
- To be effective advocates for change and goodwill as needed.
- To enter into the internship experience with enthusiasm and commitment.
- To adhere to evaluation processes.
- To complete field service hours and internship requirements.

Following Admission to the Internship Program

During Your Internship

1. Mandatory Orientation: All students must attend the orientation session. This meeting is important because it provides information about the first few days of this new experience and also gives you an opportunity to ask questions. Also we highlight career development issues that are a key consideration during the internship.
2. Time Log: Each student is required to maintain a time log and record the dates and hours for final verification of credit hours.
3. Reflective Sessions: Attend required reflective sessions throughout the semester and final integration meeting (each meeting approximately one hour in length). You will be notified by email and on BlackBoard.
4. Daily Journal: Keep a daily account of what you do, including the hours you work. This protects you by establishing that the number of hours has been satisfied. If possible, complete the record daily, while impressions are fresh in your mind. This is intended to be a personal record that you can review and observe your progress. The director will review the journal to ensure fulfillment of internship requirements. **The daily journal also becomes a useful tool when the time comes to complete your formal papers and student evaluation form.**
5. Schedule Appointments: Keep scheduled appointments with the Internship Director or Faculty Advisor. At mid-semester, schedule a meeting with the Internship Director, the site supervisor and yourself. The purpose of the interview is to give all parties involved an opportunity to discuss the mid-semester evaluation (Appendix 4), other projects, accomplishments, concerns and plans for the remaining semester.
6. Final Evaluation: During the final weeks of your internship, please give the Final Evaluation (Appendix 5) to your on-site supervisor for completion. The two of you should schedule a meeting to discuss your job performance.
7. Internship Portfolio: On the last day of class, you should turn in your portfolio to your faculty supervisor (if required by your program).

Requirements to Fulfill the Internship

The University requires that students perform 45 hours of work per academic credit hour received, including supervision hours.

Internship Portfolio

On the last regularly scheduled day of class, you should turn in your portfolio to your faculty supervisor who will grade and issue a grade for the semester.

- Time Logs
- Weekly Reflective Journal
- Samples of your work
- Formal Paper #1
- Formal Paper #2
- Final Evaluation of Site Supervisor (Appendix 5)
- Student Evaluation

Reflective journal (if required by your department): Developing a habit of deliberate reflection of your experiences is critical for learning outcomes. Maintaining a reflective journal creates several opportunities: 1) Students develop critical thinking skills 2) Students gain practice extracting meaning from experience 3) Students improve writing skills in a non-threatening activity 4) Students create a permanent record of their intellectual growth 5) Students, by sharing their journal with each other create a learning community.

Reviewing journal entries also provides a foundation for writing the final synthesis paper; therefore, you should make journal entries (daily/weekly) throughout the semester. This should not merely account for the time spent at the site, but should also include critical reflection. The journal entries will be submitted to the director for her review at the second reflective meeting. The journal will be returned to you.

Group Reflection Sessions: It is recommended that students attend two reflective sessions throughout the semester (approximately one hour in length). The reflective sessions involve integration of the internship experience, learning experiences of fellow classmates, and group supervision.

Formal Paper #1: You are responsible for writing a paper which summarizes responsibilities during the internship and identifies the strengths and weaknesses of both the internship experience and the student.

To fulfill requirements for the formal paper, you need to write a brief 3-4 page paper which summarizes your tasks/accomplishments to this point. The purpose of this paper is to share concise and insightful information for future interns. Specific requirements for this paper are:

A. Title Page

1. Your name and date.
2. Course prefix, line number & name of faculty advisor
3. Internship Site

B. Introduction

- a. Briefly describe your internship setting.
- b. Describe the professionals with whom you work.
- c. List your most significant accomplishment/satisfying moment during the internship.
- d. Indicate any frustrating aspect of the job. For example, were you given adequate supervision? Did you have adequate working space/equipment? Were your assignments important and not merely busy work?

- e. State how your work experience relates to your program of study.
- f. State the classes taken that were useful to you during the internship and list courses you have not taken that you think might have been useful.

C. Conclusion

- a. Conclude with a statement regarding your recommendation of this internship for future students.

D. Report format

Typed, double-spaced, one inch margins top/bottom: left/right, and full or left margin justification.

Formal Paper #2: The final paper, eight to ten pages, will involve a synthesis of your applied experiences with academic coursework. **You are expected to take responsibility for shaping your writing projects in ways that are responsive to issues raised and explored in your course work.**

Also discuss the various educational tools that have been enhanced throughout the internship experience (e.g., critical thinking, capacity to synthesize problem solving strategies, networking, etc.) Specific requirements for this paper are:

1. Title Page.

- a. Your name and date
- b. Course prefix, line number & name of faculty advisor
- c. Internship Site

2. Introduction

- a. For the first page, orient the reader with your thoughts.
- b. Discuss the various coursework that you have drawn upon and general conclusions about the internship experience. Consider this as an abstract or executive summary.

3. Synthesis of Internship Activities

- a. In two or three pages, summarize the principle findings you discovered or rediscovered in the internship about the profession.
- b. Pick two or three of the examples listed:
 - i. How has the internship changed your thought about the environment and focus of the area in which you did your internship? For example, business culture, local school systems, government offices, community agencies, or special interest groups?
 - ii. How has this experience influenced your sense of civic/social/community responsibility? Please give examples.
- c. How has your experience affected your educational/career goals?
- d. Were there any conflicts between your responsibilities and learning objectives?

- e. What links do you see between the internship site and academic concepts?
 - f. How do the people served at the site personnel perceive you?
4. Self-Evaluation
- a. In two or three pages; evaluate your strengths, limitations, and future objectives. Specifically, include:
 - i. Strengths and weakness with respect to critical thinking skills and attitudes;
 - ii. List skills that directly apply to employment you are seeking.
 - iii. List and explain future objectives (jobs, volunteer experiences, etc.) that will enable you to expand these skills.
5. Report Format
- a. Typed, double-spaced, one inch margins top/bottom; left/right, and full or left margin justification.

In addition to the formal paper guideline noted, reflecting upon these questions throughout the internship experience can be useful for integrating fieldwork with any formal academic preparation.

Portfolio: Each student is responsible for preparing a portfolio at the end of the semester. The portfolio will include the following: written correspondence, pictures, organizational chart, time logs, etc. The portfolio will be returned to you.

Evaluation: The mid-semester evaluation will be completed by the on-site supervisor. It is your responsibility to schedule a meeting with the site supervisor and Director to discuss the evaluation. Students should also request that the site supervisor complete a final evaluation at the end of the semester. The final evaluation will be included in the portfolio.

Final Integration Meeting: All interns are required to attend the final meeting. This meeting provides an important opportunity to discuss your internship experience and career plans with your peers, faculty and staff. Required assignments must be submitted at the final meeting (e.g. portfolio requirements).

Grading: The departments award credit for internship. After submission and grade assignment for the portfolio and other requirements, with the faculty advisor issues the final grade. The mid semester and final evaluation are taken into consideration with the progress made by the student over the course of the internship experience. The College Internship Office makes grade recommendations based on the paperwork and other aspects of the internship handled by that office.

The Role of the On-Site Supervisor

The on-site supervisor provides training and day-to-day authority regarding the intern's work, playing a critical role in determining the merit of the internship experience.

What kinds of things can I do to enhance my learning during the internship?

Listed are a few suggestions for enhancing your learning experience.

- Observe daily operations.
- Take a tour of the facilities.
- With supervisor permission read reports, studies, professional literature, and journals.
- Familiarize yourself with organization's goals & objectives.
- With permission, observe and discuss staff roles and responsibilities.
- Discuss personal attitudes, values, and services that are expected at the agency.
- Familiarize yourself with in-house forms, library, and resource information.
- When appropriate, ask to sit in on sessions where other services are provided.
- After completing initial assignments, discuss the possibility of adding more or varied responsibilities/projects with your supervisor.
- Ask for feedback on an on-going basis.

Suggestions for reflecting upon the internship experience.

In addition to tracking hours it is important that you reflect on your experience. Your personal strengths, weaknesses, and values can greatly enhance this process. Developing the habit of reflective journaling also contributes to the quality of your final paper. For instance, you will have acquired a rich insight base of the internship by reflecting on your experiences. The following suggestions and sample questions may aid you with journaling:

- Write an objective account of weekly events that occur.
- Describe your feelings, perceptions; ask questions about what happened throughout the day. It is your subjective account of the day and should constitute the majority of your journaling.
- Outline actions for the next contact day/evening. If problems or needs surface during the hours worked, be sure to include a plan of action to deal with them. In this manner, you will be using your journal as a means for personal growth.

Sample reflective journaling questions: (This is a guide. You do not have to answer all of the questions each day.)

- What is the best thing that happened today/this week?
- What is the most difficult/satisfying part of your work? Why?
- What do you think is your most valued contribution?
- Did you receive any compliments/criticisms? What did you learn from these comments?
- How do people treat you? How do people view your role? Is their perception compatible with the way you see yourself?

- Discuss something you learned as a result of disappointment or failure. (Remember failure is a growth opportunity.)
- Reflect back to a time when you felt especially happy or satisfied in your placement. What does this tell you about yourself?
- Did a problem occur that you would have liked to discuss with your site supervisor?
- How did you feel today? Did you feel like you were working because you were required to do so? What motivated you?
- Is anything relevant to the readings and discussions you learned during your academic studies?
- How does this experience connect to your long-term goals?
- What kind of person does it take to be successful at this agency? Could you do the job?
- What are you getting out of this service?
- What is the agency/community getting from your service?
- Has this internship changed since you first began (e.g., different activities are expected, more/less responsibility)?
- What do you feel is your main contribution?
- What compliments have been given and what do they mean to you?
- Did you take or avoid taking a risk this week? Why?
- What did you do this week that made you proud?

What should be included in my portfolio?

The portfolio should reflect your role as an intern. Include the items listed below:

- › Binder
- › Cover Sheet with the following information:
 - Name
 - Date
 - Internship Site
 - Semester (Fall, Spring, or Summer)
 - Site Supervisor
 - Faculty Supervisor
- › Table of Contents
- › Résumé (**revised** to include your current internship)
- › Internship site program materials (e.g., marketing flyers, brochures, etc.)
- › Materials that reflect your role at the internship site, for example:
 - Flow chart of organizational structure of site

- Sample forms that you completed in order to deliver services (within boundaries of confidentiality)
- Lesson plans or presentation outlines that you developed
- Handbooks or manuals that you wrote or edited
- Marketing materials you developed
- Program evaluation materials you constructed
- Newsletters, articles, press releases, you wrote
- Copy of your Final Supervisor Evaluation (portfolio should include your final evaluation)

What next? How can this internship help me secure a job when I graduate?

The final integration meeting will include a discussion with respect to career planning. We will discuss ways to translate skills and knowledge gained during the internship into a marketing tool.

We encourage you to take advantage of the many resources on this campus to support your career development.

APPENDIX A

FORMS

The following are forms that need to be completed and submitted for full participation in the internship program. Upon completion and review of all requirements your faculty advisor will provide a grade.

- Checklist
- Agreement – 2 pages
- Mid-Semester Evaluation
- Final Semester Evaluation – 2 pages
- Student Evaluation
- Time Log –Obtain Excel file from BlackBoard or Internship office. Maintain and submit electronically every two weeks.

Name: _____

Internship Site: _____

Semester/Year: _____

Internship Requirements & Documents Checklist

Complete		Date Submitted	Approved
_____	Resume #1 (required)	_____	_____
_____	Resume #2 (revised resume required)	_____	_____
_____	Agreement	_____	_____
_____	Mtg w/ Faculty Advisor	_____	_____
_____	Orientation	_____	_____
_____	Mid-Semester Evaluation	_____	_____
_____	On-Site Visit	_____	_____
_____	Formal Paper # 1	_____	_____
_____	Final Semester Evaluation	_____	_____
_____	Student Evaluation	_____	_____
_____	Time Logs (Weekly)	_____	_____
_____	Daily Journal	_____	_____
_____	Formal Paper # 2	_____	_____
_____	Portfolio	_____	_____

Approval Initials indicate that requirement was accepted as final document and meeting the requirements by Faculty Advisor.

 Student Intern Signature Date Director's Signature Date _____

Internship Agreement

Please Print or Type Application

Student Name: _____ ASU Affiliate ID #(begins with 100...)_____

Class Status: (circle one) Sophomore Junior Senior GPA: _____

Major: _____ Minor: _____ Expected Graduation Date: _____

Faculty Internship Advisor: _____

Faculty Phone # and email address: _____

Internship Site Organization and Address to include city and zip code: _____

Supervisor Name: _____ Phone #: _____

Email address: _____

Semester Internship Request: (circle one) Fall Spring Summer Year: _____

Credit Hours Requested: _____ Prefix/Course (484): _____ Class #: _____

Total Internship Hours: _____ Total Semester Hours: _____
(45 hours = 1 credit; i.e. 135 internship on-site hours = 3 semester hours of academic credit)

Internship Start Date: _____ End Date: _____

Internship Schedule:

Monday _____ Tuesday _____ Wednesday _____

Thursday _____ Friday _____ Sat. /Sun _____

On a one to two page proposal, please answer the following questions and attach it to the application packet.

- 1) Describe the proposed internship and the site;
- 2) What are the goals of your proposed internship?;
- 3) What will be your responsibilities and duties?;
- 4) What skills and experiences do you hope to gain from the internship?;
- 5) Who will your supervisor be and what hours and/or shift will your work?;
- 6) How does this internship coincide with your career aspirations?

Internship Agreement

The student and internship site supervisor agree on the following job description, statement of goals/objectives, and method of evaluation.

Please sign below and date:

Student: _____

Faculty Director: _____

Internship On-Site Supervisor: _____

Director Internship: _____

email, fax, or submit completed agreement to:

Elaine.Jordan@asu.edu

**Director, College Internships, New College of Interdisciplinary Arts & Sciences,
Arizona State University, PO Box 37100, Phoenix, AZ 85069-7100, Fax #: 602-543-6004**

Student: _____ ASU Affiliate ID # (begins with 100...) _____

Site Supervisor: _____

Please rate the student's performance in the following areas (please circle):

	Poor					Excellent
Cooperation	1	2	3	4	5	
Productivity	1	2	3	4	5	
Did intern manage time effectively?		1	2	3	4	5
Did intern accept constructive criticism?		1	2	3	4	5
Did intern communicate well?	1	2	3	4	5	
Did intern display professional behavior?	1	2	3	4	5	

Please answer the following questions:

1) Was the student academically well prepared for the internship experience? Briefly explain!

2) Was the student practically well prepared for the internship experience? How?

3) Is the student a valuable team player? How?

Please go to page 2.

Final Semester Evaluation

4) Did the student display adequate self-motivation and initiative? How?

5) If a position were available, would you consider this student for permanent employment? Why?

6) Please provide a brief description of the student's strengths or areas that need attention.

Other Comments:

On Site Supervisor: _____ Date: _____

Internship Coordinator: _____ Date: _____

email, fax, or submit completed evaluation to:
Elaine.Jordan@asu.edu
Director, College Internships, New College of Interdisciplinary Arts & Sciences,
Arizona State University, PO Box 37100, Phoenix, AZ 85069-7100, Fax #: 602-543-6004

