Get the Most Out of Your Internship

Internship Handbook

for Students and Supervisors

- Accounting
- Computer Information Systems
- Financial Services
- Interior Design
- Business Administration
  Management/Marketing
- Paralegal Studies
- Office Administration
- Networking
- Aviation

Revised Summer 2009
# Table of Contents

I. Overview of the Internship Handbook ................................................... 1

II. Internship Description ........................................................................ 2

III. Eligibility for Internship ................................................................... 3

IV. Internship Contact Hours .................................................................. 3

V. Selecting Your Internship Site ............................................................ 4

VI. Internship Relationships ................................................................. 5-6

VII. Internship Faculty ............................................................................ 6

VIII. Duration of Internship .................................................................... 7

IX. Sample Internship Schedules ........................................................... 7

X. Internship Requirements Checklist and Timeline ............................... 8

XI. Frequently Asked Questions .............................................................. 9

XII. Tips for Intern Supervisors ............................................................... 10-11

Appendices ............................................................................................ 12

Form 2: Confidentiality Statement .......................................................... 13

Form 3: Student Satisfaction Survey ...................................................... 14
OVERVIEW OF INTERNSHIP HANDBOOK

The Internship Handbook has been developed in order to provide guidelines for the intern, supervisor, and internship faculty. These guidelines will ensure a seamless internship experience.

For the student:

Congratulations on entering your final semester

This handbook is designed to assist you in completing the internship class for the A.S./A.A.S. degree. If you need assistance in securing an internship, please contact the internship faculty from the appropriate discipline.

For the supervisor:

Thank you for your interest in the internship program. As an intern supervisor, you will be assisting students in achieving their academic goals and creating a professional pathway.

<table>
<thead>
<tr>
<th>Program of Study</th>
<th>Faculty</th>
<th>Phone</th>
<th>E-Mail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounting</td>
<td>Pamela Hopcroft</td>
<td>381-3442</td>
<td><a href="mailto:phopcroft@fccj.edu">phopcroft@fccj.edu</a></td>
</tr>
<tr>
<td>Aviation</td>
<td>David Dagenais</td>
<td>317-3829</td>
<td><a href="mailto:dwdagena@fccj.edu">dwdagena@fccj.edu</a></td>
</tr>
<tr>
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<td>Pamela Hopcroft</td>
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<td><a href="mailto:phopcroft@fccj.edu">phopcroft@fccj.edu</a></td>
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<tr>
<td>Interior Design</td>
<td>Stephanie Sipp</td>
<td>381-3447</td>
<td><a href="mailto:ssipp@fccj.edu">ssipp@fccj.edu</a></td>
</tr>
<tr>
<td>Information Technology</td>
<td>Gail Gehrig</td>
<td>646-2393</td>
<td><a href="mailto:gmgehrig@fccj.edu">gmgehrig@fccj.edu</a></td>
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<td>Pamela Hopcroft</td>
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<td></td>
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<td>766-6705</td>
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</tr>
<tr>
<td>Marketing</td>
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<tr>
<td></td>
<td>Margaret Fisher</td>
<td>633-8485</td>
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</tr>
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<td></td>
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<tr>
<td>Paralegal Studies</td>
<td>Ruth Lawrence</td>
<td>381-3589</td>
<td><a href="mailto:rlawrenc@fccj.edu">rlawrenc@fccj.edu</a></td>
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INTERNSHIP DESCRIPTION

Definition

An internship is a prearranged, structured learning experience scheduled within a specific time frame. The experience must be relevant to the intern’s academic and professional goals and to the competencies of the Program of Study.

Purpose

Internships provide a unique learning experience outside the traditional academic environment, one where students can apply theories and concepts introduced in the classroom. A meaningful internship will be built upon this foundation by providing real-world experiences.

Internship positions serve as a capstone experience to academic learning, and provide interns an opportunity to gain practical work experience in their area of interest. When students take an internship for academic credit they are not only expected to work “on the job,” but they are also expected to provide requirements to the internship faculty in addition to 15 classroom hours. Also, when students take an internship for credit, they are graded on their work.

Working as an intern involves discipline, responsibility, and a firm commitment to get the most from the internship experience. It is important to ensure that internship goals are realistic and the internship chosen is appropriate for the student. The most distinguishing feature of an internship is the opportunity it affords students to get to know themselves better. An intern should consider the following:

- What kind of work do you enjoy the most?
- How do you react in particular work environments?
- What kind of people do you like to work with?
- What things can you do particularly well?
- What areas do you need to learn more about?

These questions will assist in selecting a satisfying internship experience.

For more information, contact your internship faculty.
ELIGIBILITY FOR INTERNSHIP

Enrollment Requirements

Students should have their internships approved by the internship faculty a minimum of two weeks prior to the starting date of class.

Internship programs are offered to students who are near the end of their academic program. Most internships are offered during the fall and spring semesters. If your final semester will be during the summer, it is suggested that you contact your internship faculty during the spring.

Internship Contact Hours

<table>
<thead>
<tr>
<th>POS</th>
<th>Course Number</th>
<th>Course Name</th>
<th>Hours of Internship</th>
<th>Classroom Hours</th>
<th>Contact/Credit Hours</th>
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<td>180</td>
<td>15</td>
<td>3</td>
</tr>
<tr>
<td>2353</td>
<td>AVM 2941</td>
<td>Aviation</td>
<td>180</td>
<td>15</td>
<td>3</td>
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<tr>
<td>All CIS</td>
<td>CIS 1943</td>
<td>Information Technology</td>
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<td>3</td>
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<td>Information Technology</td>
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<td>3</td>
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<tr>
<td>2137</td>
<td>FIN 1943</td>
<td>Financial Services</td>
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<td>15</td>
<td>3</td>
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<td>2289/A289</td>
<td>IND 2945</td>
<td>Interior Design</td>
<td>180</td>
<td>15</td>
<td>5</td>
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<tr>
<td>2213</td>
<td>MAN 1942</td>
<td>Management</td>
<td>120</td>
<td>15</td>
<td>2</td>
</tr>
<tr>
<td>A213</td>
<td>MAN 1943</td>
<td>Management</td>
<td>180</td>
<td>15</td>
<td>3</td>
</tr>
<tr>
<td>All OST</td>
<td>OST 1943</td>
<td>Office Administration</td>
<td>180</td>
<td>15</td>
<td>3</td>
</tr>
<tr>
<td>2299/A299</td>
<td>PLA 1943</td>
<td>Paralegal Studies</td>
<td>135</td>
<td>15</td>
<td>3</td>
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</table>
SELECTING YOUR INTERNSHIP SITE

The student creates a meaningful internship based on individual needs. The careful selection of an internship site is the most significant step in this creative process.

Selecting your own internship site

In many cases students may elect to create internships in new or unique sites. In such cases students are aware of opportunities in the community. The internship faculty is available to assist students in determining the appropriateness of sites. The internship faculty must approve all internship sites. Students are encouraged to use and develop network contacts for locating their internship.

Using current place of employment for internship site

Students may establish an internship at the business or agency where they are currently employed if it is related to their current Program of Study. Students must then demonstrate that they will be performing in roles other than their usual jobs, and their internships will provide the opportunities for new learning related to their Program of Study. Any internship established at the student’s current work location must have the approval of the internship faculty.

Placement interview at potential internship site

When a potential internship site has been identified, the student is required to make contact with the internship supervisor. Initial contact with the internship supervisor may include a telephone call, e-mail, or letter. An in-person interview with the internship supervisor is required in order to make a site decision. In the introductory meeting, explicit expectations need to be agreed to by both parties. These expectations include the learning the student gains from the experience and discussion concerning the time commitment required by both parties. During the initial meeting the student should provide the internship supervisor with appropriate material including the Internship Handbook.
INTERNSHIP RELATIONSHIPS

There are three participants in the internship relationship; the intern, the supervisor, and the internship faculty. The following outline defines and identifies the roles of each participant.

The Intern

Interns are students enrolled in the internship class and are working towards completing a degree within their Program of Study (POS). Being an intern, you will be representing the college, therefore it is necessary for you to display a high level of professionalism throughout your internship experience. The intern:

* Identifies and secures internship position

* arranges a consultation/interview with the supervisor and submits the completed Partnership Agreement, signed by both intern and supervisor, to the internship faculty. (Refer to the Partnership Agreement)

* performs appropriate professional-level duties and responsibilities under the supervision of the supervisor, keeping a time log of completed duties and projects/activities.

* receives performance feedback from the supervisor throughout the internship. A formal appraisal is conducted during the mid and end of terms. (Refer to the Appraisal of Student’s Performance Supplemental form)

* communicates and meets with the internship faculty on appointed times throughout the internship class concerning the duties, responsibilities, work schedule, progress as discussed with the supervisor, and any concerns that occur during the internship.

* ensures that all paperwork and assignments are submitted promptly to the internship faculty as outlined in the syllabus. (A syllabus is provided during the first class meeting)

* Being an intern, you will be representing the college, therefore it is necessary to display a high level of professionalism throughout your internship experience.
INTERNERSHIP RELATIONSHIPS

The Supervisor

The supervisor has the responsibility to serve as a role model, teacher, guide, and evaluator. The supervisor:

* completes the Partnership Agreement which is signed by the supervisor, the intern, and the internship faculty.
* reviews the Internship Requirements Checklist with the intern.
* assigns appropriate professional-level duties and responsibilities to the intern according to the Internship Requirements Checklist.
* arranges the work schedule in consultation with the intern and supervises the day-to-day work of the intern.
* mentors and advises the intern.
* submits the Appraisal of Student Performance Form, both mid and end of terms, to the internship faculty within a week of the internship’s final date, and provides feedback to the intern using the Appraisal of Student Performance Form.
* communicates with the internship faculty concerning the performance, progress, and concerns regarding the intern.

The Internship Faculty

The internship faculty provides the academic component of the internship experience. The internship faculty:

* advises the intern on internship opportunities.
* reviews and approves the students proposed internship.
* receives and discusses the Internship requirement Checklist & Timeline with the intern.
* communicates with the supervisor on using the Appraisal of Student performance Form and the progress and any concerns of the intern.
* is available to mentor and advise the intern concerning performance, progress, and concerns.
* submits the course grade for the intern.
DURATION OF INTERNSHIP

Work Schedule

The internship program is designed to work with your class schedule. It is a priority that the internship provides a culture of flexibility and accommodation.

Employers and interns are encouraged to work together deciding how the intern’s hours will be scheduled. The hours worked must meet the needs of the intern and the employer. The hours must be completed within the term for which the student is registered.

A typical internship should be completed within a traditional 16 week semester; however, you can complete your hours in as little as five weeks or as many as 12 weeks. Work with your internship faculty and supervisor to determine an appropriate schedule that meets the needs of all that are involved. (Refer to Sample Internship Schedules)

<table>
<thead>
<tr>
<th>Sample Internship Schedules</th>
</tr>
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<table>
<thead>
<tr>
<th>180 Internship hours</th>
<th>Number of Hours</th>
<th>Number of Weeks</th>
<th>Total Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>18 hrs/week</td>
<td>10 weeks</td>
<td>180</td>
<td></td>
</tr>
<tr>
<td>15 hrs/week</td>
<td>12 weeks</td>
<td>180</td>
<td></td>
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</table>

<table>
<thead>
<tr>
<th>120 Internship hours</th>
<th>Number of Hours</th>
<th>Number of Weeks</th>
<th>Total Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>12 hrs/week</td>
<td>10 weeks</td>
<td>120</td>
<td></td>
</tr>
<tr>
<td>10 hrs/week</td>
<td>12 weeks</td>
<td>120</td>
<td></td>
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</table>
# Internship Requirements Checklist & Timeline

The student will complete the following activities in order to successfully complete the internship.

<table>
<thead>
<tr>
<th>Activity - Student’s Responsibility</th>
<th>Target Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Register for Internship Class</td>
<td>1-3 months prior to start of class</td>
</tr>
<tr>
<td>Contact Internship Faculty for placement approval</td>
<td>1-3 months prior to start of class</td>
</tr>
<tr>
<td>Partnership Agreement (returned to faculty)</td>
<td>1-2 weeks after class starts</td>
</tr>
<tr>
<td>Student Confidentiality Form</td>
<td>1-2 weeks after class starts</td>
</tr>
<tr>
<td>Career Development Center Activities (Resume and cover letter development, consultation with Work Source job placement)</td>
<td>Determined by faculty</td>
</tr>
<tr>
<td>Weekly Activity and Time Log</td>
<td>As class progresses</td>
</tr>
<tr>
<td>Mid-Term Appraisal of Student Performance</td>
<td>First 6-8 weeks after class begins</td>
</tr>
<tr>
<td>Summary Presentation of the Internship Experience</td>
<td>Determined by faculty</td>
</tr>
<tr>
<td>Portfolio (Resume, cover letter, work samples, recommendation letter)</td>
<td>Determined by faculty</td>
</tr>
<tr>
<td>End of Term Appraisal of Student Performance</td>
<td>Upon completion of hours</td>
</tr>
<tr>
<td>Student Satisfaction Survey</td>
<td>Last 2 weeks of class</td>
</tr>
</tbody>
</table>

The supervisor will complete the following activities in order to help the intern successfully complete the internship.

<table>
<thead>
<tr>
<th>Activity - Supervisor’s Responsibility</th>
<th>Target Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Partnership Agreement (filled out and returned to faculty)</td>
<td>1-2 weeks after class starts</td>
</tr>
<tr>
<td>Mid-Term Appraisal of Student Performance</td>
<td>First 6-8 weeks of class</td>
</tr>
<tr>
<td>End of Term Appraisal of Student Performance</td>
<td>Upon completion of hours</td>
</tr>
</tbody>
</table>
FREQUENTLY ASKED QUESTIONS

1. How many hours do I need to intern per week?

Your work hours will be determined between you and your supervisor. Refer to Sample of Internship Schedules.

2. Is my internship paid?

An internship can be paid or unpaid depending on the arrangements that are made, between student and employer.

** The Florida Work Experience program gives you the opportunity to be reimbursed by the college for the Internship hours. Contact you internship faculty for eligiblity requirements.

3. Am I responsible for selecting my own internship?

Yes. Provided it relates to your Program of Study. We also have a list of potential employers and the internship faculty will help you secure placement. Refer back to “Select your internship site”.

4. When are internships available?

Most Internships are offered during the fall and spring semesters. Refer to Eligibility for Internship.

5. Can I use my current employer for my internship?

Yes. As long as your employer signs the Partnership Agreement, and the job description falls within your Program of Study.

6. Is attending class required?

Yes. You will have scheduled meeting dates that will be required.
**TIPS FOR INTERN SUPERVISORS**

**Getting the most from your intern**

1. **Communicate your expectations**

   Let them know what you would like to collectively accomplish during your time together.

2. **Assign them a specific work area**

   Just like any employee with responsibilities, their own assigned work area will help them blend in, and more importantly, “buy” into your company.

3. **Treat them like a member of your team**

   Although their assignment with you is temporary, you are more likely to retain the interest and good will of an intern if you start treating them as a team member from day one with your company.

4. **Plan their work and help them work their plan**

   Specific goals, benchmarks and/or assignments will help both of you focus on making the internship productive for the intern, and more importantly, for your company.

5. **Assign them projects you don’t have time to develop**

   Providing a little guidance in terms of general concept, budget constraints, deadlines, etc., could result in the final product of that sales brochure you wanted to work on or perhaps even the website development you just haven’t gotten around to doing yet.

6. **Allow them to see the big picture**

   Having them spend a little time in each department, such as, accounting, sales, and production, is a great way to give the student a better overall view of the company. The end result could be a better rounded future employee.

7. **Mold the next generation**

   This is your opportunity to help guide and develop the next generation of employees in your workplace. Challenging the student in ways that will help them polish and hone their business skills is essential to the spirit of internships.
TIPS FOR INTERN SUPERVISORS

8. **Give them feedback**

Providing constructive suggestions for improvement and congratulating them on successful projects is an excellent way to help reinforce your company’s initiatives.

9. **Provide access to your business network**

Once you’ve helped mold and polish the student, consider allowing them to network or interact with your customers. Who knows...if you don’t employ them upon completion of the internship, maybe one of your customers will!

10. **Make it fun!**

Internships should be a win-win situation for both the intern and the employer. You get access to talented students, and in turn, they get the opportunity to develop their professional skills in a real life work environment.
APPENDICES

**Form 1**: Partnership Agreement

**Form 2**: Confidentiality Statement

**Form 3**: Student Satisfaction Survey

**Supplements:**

**Form 5**: Student Mid-term Appraisal

**Form 6**: Student end of Term Appraisal
Blank
CONFIDENTIALITY STATEMENT

Statement of Confidentiality for Interns

Intern understands and acknowledges that all information and communications they come in contact with relating to client and client files, paper or electronic, while working for Internship Sponsor, will be held in strict confidence.

Accessing such information for personal use, allowing another person access, or divulging such information is cause for disciplinary action and termination of internship.

Intern’s Printed Name ________________________________

Intern’s Signature ___________________________ Date ________________
STUDENT SATISFACTION SURVEY
(To be completed by the student)

Student Appraisal of Internship and Degree Program of Study

Term: __________ Date: __________
Student’s Program of Study: _______________________________________________________
Name of Internship Sponsor: ______________________________________________________

Directions: For items 1-9 circle the one best answer. For items 10-12 provide your comments.

A. Assessment of Your Internship
1. Satisfaction with your Internship site
   Superior  Good  Avg  Below  Avg  Poor
   5         4     3    2   2     1
2. Quality of on-site supervision
   5         4     3    2   2     1
3. Learning experience
   5         4     3    2   2     1
4. Preparation for job market (resume, career goals, etc.)
   5         4     3    2   2     1
5. Technical skills from major were utilized and developed
   5         4     3    2   2     1
6. General office skills utilized and developed
   5         4     3    2   2     1
7. Quality of direction from Internship faculty
   5         4     3    2   2     1
8. Preparation for the real world of work
   5         4     3    2   2     1
9. Overall quality of internship
   5         4     3    2   2     1

10. Which areas of the internship experience did you most value?

11. Which areas of the internship would you like to see improved?

12. Would you recommend your internship sponsor location to another student? Why or why not?

B. Assessment of Your Degree Program of Study

1. Satisfaction with academic advising
   Superior  Good  Avg  Below  Avg  Poor
   5         4     3    2   2     1
2. Quality of instruction with courses in program of study
   5         4     3    2   2     1
3. Instructor availability outside the classroom
   5         4     3    2   2     1
4. Availability of class time offerings
   5         4     3    2   2     1
5. Preparation for the real world of work
   5         4     3    2   2     1
6. Quality of academic support, such as library, student activities
   5         4     3    2   2     1
7. Availability of appropriate technology
   5         4     3    2   2     1
8. Likelihood of you continuing your education
   5         4     3    2   2     1
9. Overall quality of program of study
   5         4     3    2   2     1

10. What area of the program did you most value?

11. Which area of the program would you like to see improved?

12. Would you recommend this program to other people? Why or why not?