BSAD495

Business Internship Handbook

Revised August 24th, 2014

BSAD4952
Overview Checklist

☐ Course Proposal
☐ Site Supervisor Initial Meeting
   (Must have Course Proposal submitted)
☐ Exit Interview
☐ Final Portfolio

☐ Course Proposal
☐ Updated Resume
☐ Condensed Summary for Web Publication
☐ Daily Logs
☐ Progress Memos
☐ Site Specific Writings
☐ Final Essay
☐ Thank You Letter
☐ Student Evaluation
☐ Site Supervisor Evaluation
Statement of Philosophy

In accordance with the goals and objectives of Augustana College, the Business Administration Internship program has been developed to provide an integrative and experiential opportunity for the student. This program is based on the belief that a student needs the opportunity to integrate and apply theoretical thought developed during the college career. The internship also serves as a professional exploration in which the student has the opportunity to temporarily explore an industry prior to making a career decision. The intent is to provide the student an opportunity to observe and participate in an applied experience that is mutually beneficial to both the student and the participating business entity. It is our belief that the student can best observe and participate in a quality program when the firm and the student have an interest in each other's welfare.

It is also our belief that the challenge of learning comes not only from the active part of performing the duties of the internship, but also from reflection on the meaning of those activities to a developing career. Opportunity for thinking in retrospect about the learning that takes place during the internship is an essential ingredient in the learning process. It is necessary, therefore, to build this opportunity into the internship schedule prior to the completion of the evaluation process.

Augustana College Internship Requirements

A student at Augustana College may take up to 8 credit hours through internship study. [BSAD/ACCT 495 is a three-credit internship experience that fulfills a department requirement for graduation. If a student would like to take an additional internship, that student would enroll in BSAD/ACCT 496.] In most instances, internships will be conducted in work settings outside the campus, and in all cases, they will relate to the academic major or career objectives of the student involved. All internships must conform to the following general requirements:

1. In contrast to an "independent study," internships are centered around practical experience. Background reading and ongoing writing projects provide theory for and reflection on the experience. Since internships are designed to meet genuine needs in both public and private sectors of society, the projects must earn the support of the sponsoring agency or individual representative as well as the internship advisor before the registration process may be completed. A student must have a Site Supervisor in addition to an Internship Advisor. The Site Supervisor will be a permanent, full-time employee of the host institution.

2. When registering for an internship, students register by department using either a 395, 396, 495 or 496 course number. Students should register for their internship during the normal registration period (even if the internship has not been finalized yet). If plans do not work out, the course can be dropped prior to the start of the semester. The completed Internship Learning Experience Course Proposal form (Course Proposal) is due approximately two weeks after the Fall or Spring semester begins (or by the end of the 5th class day for Interim or Summer but may be submitted as early as possible and optimally before the student begins working). Please check the Registrar's academic calendar for exact due date. The form should be typed since it will be kept on file, and the student may wish to show it to a prospective employer.

3. All internship proposals will conform to the following guidelines:
   a. **Student standing** - Normally, only students with senior (90 credit hours), post college or graduate standing will be eligible to take an internship.
   b. **Contact hours required** - The experience involves 40 hours of field experience for each credit hour earned.
   c. **Reading assignments** - It should have a specific reading assignment that provides theoretical background for the experience.
   d. **Conferences with project director** - A minimum of two conferences with the Internship Advisor are required, at the beginning and conclusion of the internship.
   e. **Writing assignments** - The first assignment should record the learning process (journal, log, observation, report, etc.) and the second is a summary paper that helps the student to reflect on the total internship experience and what was learned. Five additional writings (analyses, reports, abstracts, memorandums, brochures, letters, etc. must also be completed).
4. **Grading** - The grade is to be based on a written evaluative report from the Site Supervisor, faculty observations and/or conferences with the student, and the quality of the written work submitted by the student. S-U grading is utilized.

5. While a student may plan to complete an internship over more than one semester, she/he must enroll for the course at the time she/he receives formal approval for it. This enrollment may be considered as one of a student’s regular courses or as an overload. If added as an overload, regular tuition charges for overload must be paid. A student may withdraw from the internship study project without grading penalty, but with no refund of tuition.

An internship should be a new experience based on a definite educational goal. Therefore, a student should not obtain internship credit for what is a regular job, part- or full-time, which was held prior to the internship unless new and different responsibilities are assumed. It is desirable for the student to receive pay during the internship.

### Business Administration Department Internship Guidelines and Requirements

#### Class Standing and Eligibility
Enrollment in this course is limited. BSAD/ACCT 495 may take place during the senior year or during the summer between the junior and senior year.

Students may apply to participate in the internship program after fulfilling the following eligibility requirements:

Successful completion (C- or better) of ECON 120 and 121; ACCT 210 and 211; and two courses among BSAD 310, 320, 330 and 340.

#### Contact Hours Required and Credit Hours Available
BSAD/ACCT 495 is a three (3) credit hour experience that meets a departmental requirement for graduation. Each credit hour requires a minimum of 40 contact hours; thus this 3-credit hour internship requires a minimum of 120 contact hours at the sponsoring site.

If a student is interested in taking an additional internship in order to receive credits up to total of eight credit hours of internship that may be applied toward graduation, that student would enroll in a separate course, BSAD/ACCT 496, with variable credit hours.

#### Grading
Internships in the Business Administration Department are graded on the S/U basis. The grade is to be based on a written evaluative report from the Site Supervisor, faculty observations and/or conferences with the student, completion of all the requirements and all the written work prepared submitted by the student in a professional manner. Since all internships of the department are graded in this manner, the S/U will not be counted as one of the two courses which students may request be posted as S/U to your transcript.

The Internship Portfolio is due three weeks after the completion of the internship; therefore, at the end of the semester, an In Progress (IP) grade will be assigned. The "IP" will be replaced after all the course requirements are met.
Enrollment Process

Finding an internship opportunity is the responsibility of the student. Please refer to the Frequently Asked Question section of this handbook for assistance in this process, specifically refer to the “How do I find an existing internship” and “How can I create an internship” subsections. Ideally, an opportunity has been identified by the beginning of the semester prior to semester in which the internship will be conducted (e.g., a student should start looking for an opportunity at least two semesters before they intend on interning). Getting the internship approved early is also important because enrollment is limited. Please follow these steps, and use the Internship Process Checklist to ensure that each step is met. All forms are available as part of this document.

Enrollment Requirement

Work at an internship site should commence only after consultation with the department’s Internship Advisor and work at an internship site must be concurrent with enrollment for internship credit. The internship period (working at the site) may extend beyond the conclusion of the term in which the student is enrolled for internship credit. For example, the internship period may start in Interim and enrollment is completed at that time; however, by mutual agreement, the intern continues at the sponsoring site through mid-April. Summer internships require summer registration for summer school credit hours. To facilitate planning and staffing, registration for summer internships will not be accepted after June 1.

Course Proposal Form

This form is available from the Registrar’s Office (or download http://ow.ly/zxXTD) and is due when registering. This completed form needs to be approved by the Internship Advisor and the student’s Academic Advisor. Submit this completed form to the Registrar’s Office and supply the Internship Advisor with a copy. Registration for BSAD 495 or ACCT 495 MAY NOT be accomplished online.

When completing this form, there are two key aspects that affect approval of the internship and, therefore, should be addressed in the portion of this form that asks the student to “briefly describe the proposed project.” The first is the level of inclusion of the factors discussed in the Program Philosophy (please refer to that section of this handbook). Based upon this philosophy, the more that an opportunity meets the following criteria the higher the likelihood of its approval:

- integration and application of theoretical thought developed by during the student’s college career,
- observation and participation in an applied experience that is mutually beneficial to both the student and the participating firm, and
- the challenge of learning that comes not only from the active part of performing the duties of the internship, but also the reflection on the meaning of those activities.

The second key aspect that will affect the approval of the internship is its compliance to the fifth of the Augustana College general internship general requirements (please refer to the Augustana College Internship Requirement section of this handbook). Based on this requirement, the internship needs to be a new experience. An existing job without some significant modification will not qualify. In order to get an internship approved at an existing employer, document the presence of a “substantially new learning experience.” Prepare, as part of this approval process, a comparative job description detailing your current responsibilities and your proposed internship responsibilities that clearly documents the “new” experiences.

Enrollment Fee

The Augustana Business Office will assess a $50.00 enrollment fee. This fee will be assessed as part the semester course and fee statement.
Areas of Responsibility
The responsibilities of the program must be decided prior to the implementation of the program. The responsibilities of the various parties are described below:

The Intern
- Find an appropriate internship experience
- Develop a mutually beneficial program that utilizes his or her academic and work related skills by working closely with the Site Supervisor and Internship Advisor
- With the assistance of the Site Supervisor and Internship Advisor, document a description of appropriate goals and the activities designed to accomplish these goals (requirements of the Course Proposal)
- Carry out the tasks assigned in a professional manner and act ethically and responsibly in accordance with the standard set forth by the employer, recognizing the organizational factors, environmental characteristics, and managerial techniques unique to the firm
- Participate in the required conferences with the Internship Advisor and Site Supervisor
- Complete the Internship Portfolio and other requirements in a timely and professional manner

The Sponsoring Site
- Make the intern aware of any potential risks inherent in working at the internship site
- Make the intern aware of the professional and ethical standards regarding the internship position and the intern’s conduct
- Assign a Site Supervisor to coordinate the internship experience

The Site Supervisor
- Work with the intern and the Internship Advisor to develop a mutually beneficial program that utilizes the intern’s academic and work-related skills
- Work with the intern and the Internship Advisor to document a description of appropriate goals and the activities designed to accomplish these goals (requirements of the Course Proposal)
- Supervise the intern’s assigned activities, guide the intern in the completion of these activities, and assist in the overall learning process
- Evaluate the intern’s performance
- Participate in the required conferences with the Internship Advisor and the intern
- Critique the firm’s experience with the Internship Program

The Internship Advisor
- Act as a coordinator in the selection process of the firm and intern. In this role the Internship Advisor seeks to develop and maintain a mutually beneficial program that addresses the needs of the firm and intern
- Work with the intern and the Site Supervisor to develop a mutually beneficial program that utilizes the intern’s academic and work-related skills
- Work with the intern and the Site Supervisor to document a description of appropriate goals and the activities designed to accomplish these goals (requirements of the Course Proposal) and gain departmental approval for the internship based upon these goals and activities
- Recognize and protect the confidential nature of the relationship between the firm, the intern, and the college
- Grade the intern’s effort
- Supervise completion of all internship requirements

Portfolio Documents

Course Proposal
This form will be included in the same packet as the Declaration of Intent form that is available from the Registrar’s office (or download http://ow.ly/zxYAK). This form, like the Declaration of Intent form, requires approval of the Business Administration Department’s Internship Advisor (referred to on the form as the Project Director) and the student’s Academic Advisor. Ideally, this form will be finalized and approved by the Registrar prior to the initial
meeting between the prospective intern, the Site Supervisor, and the Internship Coordinator. In this case, any questions regarding this information could be addressed during that meeting. If that meeting will not take place prior to the due date of this form (within three weeks of the start of Fall and Spring semesters, or within the first five days of Interim and Summer semesters), then as much information as possible must be gathered from independent conversations between the student and the Site Supervisor, and the student and the Internship Advisor.

In addition to the “Description” of this form, it is advisable that separate sheets of paper are used for addressing the “Goals” and “Activities” sections of this form. The “Goals” portion of this form must outline the desired outcomes of the internship. Goals (a.k.a., goals and objectives) are the end results of the internship as presented in a specific statement detailing the expected accomplishments to be achieved by the intern by a certain point in or by the end of the internship period. The “Activities” portion of this form outlines the various activities that will be performed in order to achieve the goals. The form asks the intern to “relate each activity to a specific goal.” For examples of goals and activities and how they can be “related together,” see the Example of Goals and Activities in the Appendix to this handbook.

The “Goals” and “Activities” portion of this form is a very important part of the internship. They are the “what” and “how” of the internship and are the basis for all that is contained in the Daily Log, Progress Memos, and the Final Paper.

**Daily Logs**
This consists of daily journal entries regarding the activities and accomplishments of the intern and may be accomplished in a number of ways. It is required that the intern records these entries into a word processing program so that they can be easily be printed and incorporated into the Internship Portfolio. Remember that the Internship Portfolio should be completed in a professional manner.

While recording the day’s activities the intern should be cognizant of how they may or may not be leading to the accomplishment of the internship goals. Among the accomplishments the intern should record things that she or he has learned (this may include things that may or may not directly relate to the objectives of internship experience). The intern should also record the accomplishment of personal goals that he or she may have at the beginning of the internship.

**Progress Memos**
The progress memos are the Intern's evaluation of progress according to the “Goals” and “Activities” listed on the Course Proposal form. Each memo is a summary of the week's activities, accomplishments, and things that have been learned since the previous memo. The progress memos will be due every two weeks for Fall and Spring semester internships and every week for Interim and Summer internships. The intern will prepare, address and send each memo to the Site Supervisor with a copy to the Internship Advisor. It is encouraged that the Internship Advisor’s copy is sent as an attachment to an email. Any additional information, comments or questions specifically addressed to the Internship Advisor should be contained in this e-mail rather than the memo. Any miscellaneous or personally sensitive correspondence between the Intern and the Internship Coordinator should be included in the e-mail or via a phone call to the Internship Advisor rather than included in the progress memo.

These memos are an analysis of progress during the last two weeks. These memos have four main purposes. The first is to provide a vehicle to strengthen the Intern's written communication skills (a key skill requested by company recruiters). The second is to provide feedback to the Site Supervisor and the Internship Advisor. The third purpose is to make sure the intern is analyzing and reflecting on his or her progress on a periodic basis. Finally, the memo is to provide a future reference for the intern when writing the final paper.

**Site Specific Writings**
As part of, as an appendix to, or in addition to the Final Paper, the intern will need to submit the additional writing assignments that were established at the beginning of the internship. A typical example of an additional writing assignment would be a report on research conducted in conjunction with the experience or a report on a book that was assigned at the beginning of the internship or at the initial meeting. There will be five additional on-the-job writings required of each intern.
Final Essay
This paper will be a critical analysis of the internship and will include summary, synthesis, and reflection of the experience. This paper will also include a self-evaluation and an evaluation of the internship program as a whole. The final paper is a critical analysis of the internship including an introduction, body, and conclusion.

The introduction should provide your reader with enough general information to enable him or her to understand the detailed information in the body of the paper. Consider writing this section last and use it as an executive summary of the whole paper.

The body of the paper is the analysis portion. Separate it into four sections: the internship description, the objective analysis, the internship summary, and the personal analysis.

**Internship Description:** The internship description must include: a description of the organization and its goals and objectives; a general job description and/or duties of the internship; the goals and activities of the internship; any goals added to the initial plan; any self-imposed personal goals; and any other related information deemed appropriate.

**Objective Analysis:** The objective analysis section must be organized by goal as presented in the Course Proposal form, taking into account any modifications that may have happened during the internship. It must explain the "how's," "when's," "if's," "how well's," "why's," and "why not's" regarding the accomplishment of each goal. In addition, for those internship goals that included research and/or special projects, the findings and recommendations should be included in this section.

**Internship Summary:** The internship summary, the third section, must "summarize" the objective analysis section by addressing the overall strengths and weaknesses of the internship. For each weakness, include recommendations for improvement, which the sponsoring site may institute to strengthen the internship in the future.

**Personal Analysis:** The fourth section, the personal analysis, addresses the intern's personal strengths and weaknesses that helped and hindered in completion of the goals and objectives of the internship. Complete the Self-evaluation form prior to writing this section and include this form in the appendix to the paper. This section should also address the success to which the self-imposed personal goals were or were not met.

The conclusion brings the paper together. It summarizes and evaluates the internship from the Intern's perspective. The Intern's conclusions regarding the quality of the experience and how it can be improved should be supported with evidence presented in the body of the paper. In addition, this section should include:

- suggestions to the Internship Advisor regarding possible improvements to the program;
- any "real world" lessons learned that were not an official goal or objective of the internship; and
- any recommendations to future interns based on this experience.

The paper should be typed, single-sided, double-spaced, and the text should be five to seven pages in length. The length is expected to be longer for interns doing research, additional writing assignments, special projects, and/or where the internship has encompassed two semesters. (See example of a final paper in the appendix.) It is strongly suggested that each intern schedule an appointment with the Campus Writing Center, at least one week prior to the date the portfolio is due, in order to review and improve the final paper.

**Condensed Summary for Web Publication**
This is a condensed summary of the internship experience appropriate for posting to the Department's Internship Summaries web page [http://ow.ly/ezZ7R](http://ow.ly/ezZ7R). This should be one of the last things prepared. Consider it an abstract of the experience and anticipate that your Site Supervisor will need to approve it before it is published. It must be
documented that the sponsoring site has granted permission to use its protected information on the department's web site.

**Updated Resume**
This may be prepared in a variety of acceptable forms and must reflect the internship experience. If needed, consult the library or the Career Center for resources regarding resume preparation. As required, you participate in a resume workshop with the Career Center prior to locating your internship experience. You may wish to consult again when your internship is completed and your resume must be updated.

**Thank You Letter**
Augustana College and the Business Department believe that experiential learning opportunities such as internships are a necessary part of our students' education, and therefore, organizations such as the sponsoring site are very important to the college, the department, yourself, and future students. Show your appreciation by thanking the Site Supervisor and others who were instrumental in the success of your internship.

**Evaluations**

**Site Supervisor Evaluation**
The Site Supervisor is the best judge of how well the Intern handled responsibilities and developed professionally during the course of the business employment. In order for the Site Supervisor to make an accurate assessment he or she must have the feedback of the Intern. The Intern should communicate with the Site Supervisor on a continuous basis regarding the achievement of the internship objectives and not solely rely on the Progress Memos.

The Site Supervisor Evaluation form provides the Site Supervisor a formal opportunity to assess the internship. It is the responsibility of the Intern to present this form to his/her Site Supervisor at the end of the internship. Although it is not mandatory, it is desirable for the Site Supervisor to have an exit interview with the intern to review the evaluation and assess the internship experience. See the appendix for a copy of this form.

**Student Self-Evaluation**
The student intern will also evaluate his or her performance on-the-job, assessing the overall performance as well as outlining strengths and weaknesses and thinking critically about necessary training to continue working in this field. Students will also be asked to consider their career plans, based upon the experience. This exercise is an opportune segue into preparing an updated resume. Student interns may discover hidden strengths and talents as a result of the internship that should be highlighted on their resumes.

**Confidentiality**
Without consent, federal law prohibits any publication or communication beyond the student, the employer and the college regarding information specific to the internship. The supervisory evaluation will be available to the intern. Information to be held confidential between the intern and the Internship Advisor or between the employer and the Internship Advisor must be appropriately designated, otherwise, it will be assumed that information can be freely exchanged between the college, the student and the employer.

Also, the intern must be cognizant of and compliant with the confidentiality issues related to the work he or she is performing. In many instances, especially in the financial industry, confidentiality is not only essential to the operations of the organization, it is a federal regulation.

**Legal Liability of Internships**
Interns assume any liability for their actions and potential risks to themselves by accepting placement at a sponsoring site. Augustana College does not assume any liability for any injury or damages sustained by the intern. Further, there is no coverage by the college's insurance policies for any damages sustained by the sponsoring site as a result of the intern's conduct. Any company equipment assigned to the intern is solely the intern's responsibility.