



Internship Manual

*A guide for students and employees participating in an Internship
Program in the **College of Liberal Arts** at Black Hills State
University, Spearfish, South Dakota*

INTRODUCTION

The Internship Program in the **College of Liberal Arts** at Black Hills State University presents an opportunity for a student to obtain university credit hours through short-term employment in a position that relates to the student's chosen field of study.

Hands-on work experience integrates the student's classroom conceptual learning with practical employment. Throughout the internship, these work experiences complement and reinforce the student's theoretical knowledge acquired from textbooks and lectures. The internship is designed to provide not only practical experience but also a detailed evaluation of the intern's performance. This detailed evaluation provides timely feedback that will improve and enhance the student's employability as well as provide direction and planning regarding the student's career choice.

Internship Options:

Through the **College of Liberal Arts**, students may gain internship credit in American Indian Studies (AIS 494), Art (ART 494), History (HIST 494), Mass Communications (MCOM 494), Music (MUS 494), Political Science (POLS 494), Social Science (SS 494), Speech (SPCM 494), Theater (THEA 494), and Writing (WRTG 494).

Internships are available as variable credit. A student may sign up for as little as 1 credit, with most internships running for 3 credits. A student may count no more than 16 internship credits toward a major or a degree.

Internship Requirements:

- 1) Students must work under a work/business supervisor to gain experience in the relevant field.
- 2) Students must work with a BHSU faculty member who will serve as the Internship Director.
- 3) Students must be enrolled in a program of study from which they seek credit.
- 4) Students must have completed a minimum of 60 credit hours (be a junior in standing).
- 5) Students must have earned at least a 2.00 grade point average (4.0 scale) prior to enrolling in an internship.

Employer Eligibility, the following qualifications must be met:

- 1) The BHSU Faculty Internship Director must approve of the employer as an internship supervisor.
- 2) The employer/business supervisor must work in an appropriate occupation.
- 3) The employer will prepare a job description for the internship position.
- 4) The employer has a desire to participate in an internship program in order to improve preparation of personnel for the field and is available to the intern for adequate supervision and consultation.

5) The business/organization employs a capable staff qualified through both education and experience to supervise student interns.

6) If the position is paid, then compensation must be provided in accordance with state and federal employment guidelines.

7) Liability and workman's compensation coverage should be provided for the student for both paid and volunteer internships.

Determination of Credit Hours to be Awarded:

As a general rule, one (1) university credit hour will be earned per 50 hours of diverse work tasks. Please note that time alone does not determine credit hours awarded; rather time, diversity of tasks, and types of tasks will be the criteria used in determining credit hours awarded.

For each credit hour of an internship the Faculty Director may assign extra academic work, such as relevant books and articles to read and essays to write beyond what is specified in this document.

The Faculty Internship Director will determine, in conjunction with the student, whether the internship is graded (A-F) or Pass/Fail.

When the Internship qualifies as an elective, it does not replace a required course or restricted elective within a major or minor.

BENEFITS OF THE INTERNSHIP PROGRAM

The relationship between the Intern, the Employer, and the University are tailored to achieve specific benefits, which are described below.

Student Benefits, an Internship Gives Students the Opportunity to:

- 1) Observe, practice and apply theories and techniques previously learned in the classroom.
- 2) Become acquainted with a variety of settings, programs, and professionals.
- 3) Recognize strengths and receive timely feedback on areas needing improvement.
- 4) Develop new interests in the profession.
- 5) Develop insights and perspectives of self and others.

Participating Employer Benefits, an Internship Provides Employers:

- 1) Part-time employment, without the traditional employee-employer obligations.
- 2) A relatively risk-free recruitment source for full-time employees in the event the employer determines that the skills and abilities of the intern match his/her long-term employment needs.
- 3) The opportunity to serve as a mentor, coach, and educator to an aspiring young professional.
- 4) The opportunity to interact with university faculty and leaders.

5) The opportunity to extend and improve his/her relationship with the university community.

University Benefits, the Student/Employer Cooperative Work Arrangement:

1) Enhances the educational process and improves and updates the scope of the curriculum.

2) Provides a laboratory for application of theoretical knowledge.

3) Provides an opportunity for evaluation of the student's needs, abilities, and progress, which may lead to adjustments in the curriculum.

4) Provides an opportunity for faculty contact with professional leaders and agencies.

5) Extends and improves the university's relationships with the community. Responsibilities associated with the internship program are divided among the three participants—student, employer, and the university—as outlined below.

RESPONSIBILITIES OF THE INTERNSHIP PARTICIPANTS

Responsibilities of the Student Intern:

1) To locate an appropriate internship site and to complete and submit the Internship Application Form (Appendix A) to the Faculty Internship Director.

2) Fulfill the duties and responsibilities agreed to in the Internship Agreement.

3) Represent Black Hills State University and its faculty in a professional manner at all times.

4) Treat the internship experience as a professional job, striving to perform all duties and responsibilities to the best of one's abilities.

5) Participate in regularly scheduled conferences with the employer/ field supervisor.

6) Keep the employer/ field supervisor up-to-date on his or her activities and discuss any questions, concerns or problems with them.

7) Maintain a daily log of experiences during the internship program and submit the log to the Internship Coordinator on request. The log should contain:

- Specific goals and objectives
- Insights gained (learning experiences, new ideas, concepts)
- Problems encountered (challenges, and/or areas of concern and how the situations were handled)
- Personal strengths/weaknesses and university courses that related to these strengths or weaknesses

8) Complete any other assignments (reading assignments, essays, etc.) required by the Faculty Supervisor as outlined, in writing, before the end of the internship.

Responsibilities of the Participating Employer:

- 1) Acquire all official authorizations necessary from the agency or institutional administrations for the intern to work in the agency or business under the supervision of the site supervisor.
- 2) Supervise the intern for the duration of the internship, allowing the intern to experience a variety of tasks and job assignments as stated in the job description.
- 3) Meet at least once a week with the intern to provide for regular supervision and consultation and to be available at other times as needed. It is expected that the intern and supervisor will discuss the specific internship experience as well as other professional issues at these meetings.
- 4) Prepare an evaluation of the intern's performance upon completion of the internship under the format indicated in Appendix C.
- 5) Meet with the BHSU Faculty Intern Director at least once (or via phone), if practical, to discuss the intern's performance and to provide feedback to the university regarding its programs and internship program.
- 6) Meet with the intern at the end of the term to provide an evaluation of the intern's performance before it is submitted to the university supervisor.

Responsibilities of the BHSU Faculty Internship Director:

- 1) Assist prospective students in locating appropriate internship site, which may involve visiting the site, contacting the potential site supervisor and discussing the internship expectations with the site supervisor.
- 2) Visit (via phone, depending on location of internship) the participating employer and intern at least once during the internship period.
- 3) Oversee all administrative responsibilities associated with the internship, including accreditation standards, awarding of credit, maintaining necessary university records.
- 4) Serve, if and when necessary, as a mediator between the employer and employee.
- 5) If requiring additional academic work for the internship, these requirements should be outlined, in writing, before the student begins the internship and discussed with the student so expectations are clear.
- 6) Collect, review and evaluate the intern's Log of Activities, assigned projects, writing assignments and reports. Determine and record the student's final grade (A-F or Pass/Fail).
- 7) Conduct and perform an evaluation of the internship experience with the intern for the purpose of improving the overall experience.

Locating an Internship Site:

Prospective internship students are encouraged to make the first contact with an appropriate agency or institution to arrange their internship after consultation with the faculty internship director. The BHSU internship director must approve any internship site prior to the prospective intern beginning the work.

Prospective interns are expected to contact potential internship sponsors in a professional manner, which should involve the following:

1. Obtaining the name, address, and telephone number of individuals at the prospective sites.
2. Sending a professional quality cover letter and resume to contact persons requesting the opportunity to complete an internship at the site and indicating when and how further contacts can be made.

Long distance internships will only be approved under very unusual circumstances, and only when communication and planning between all parties can guarantee that appropriate supervision at all levels can be satisfactorily provided.

As soon as a prospective internship site has been located, the prospective intern must schedule a meeting with the university supervisor, and prospective field supervisor to establish the appropriateness of the internship site as well as to share expectations, limitations and responsibilities of all parties.

An internship site is not officially approved until after this meeting and until all parties (intern, field supervisor and university supervisor) agree to the arrangement. Prospective interns cannot begin logging activity hours until after the site is officially approved and the prospective intern is officially registered for the internship.

Internship credit is permissible where a paid position is defined as an "Internship." If there are questions as to whether an internship meets this description contact the appropriate BHSU university area supervisor.

Log of Intern Activities:

Each intern must keep a Log of Activities that will be available to his or her field or university supervisor upon request.

Interns should bring their logs to any meeting with their supervisors held during the semester.

The log must be turned in to the university supervisor at their final meeting. If an "Incomplete" grade is to be received because the required hours have not been accumulated, the log will be returned to the intern after being examined by the university supervisor.

The intern should obtain a 3-ring binder in which to keep their Log of Activities. On the front of the binder, the intern should provide the following information:

NAME

SEMESTER

(subject area) INTERNSHIP

NUMBER OF CREDIT HOURS

A section of the binder behind the log should be used to place examples of any materials developed by the intern to support activities listed in the Log of Activities.

STUDENT ENROLLMENT PROCEDURES

The following steps need to be taken by the student before he/she is admitted into the Internship Program:

1) Complete and submit **Appendix A, the Student Internship Application**, as well as provide an up-to-date resume and transcript, to the appropriate BHSU Internship Coordinator.

- The student is responsible for arranging an appointment with the BHSU Internship Director to go over the completed Appendix B before being admitted to the Internship Program. At this meeting, appropriate internship sites and application strategies will be discussed. Check with the BHSU Internship Director to determine if a position qualifies for an internship prior to applying. If necessary, the BHSU Internship Director will contact potential sites and supervisors to ensure willingness to participate with internship requirements.

If applying for a paid internship, the student is responsible for filling out applications and, if an interview is offered, for interviewing for these positions and sending an appropriate thank you immediately after the interview.

If applying for a volunteer internship, the student works in cooperation with the BHSU Faculty Internship Director to set up the contract for this internship.

2) Once selected for an internship, the student must have the employer/ supervisor complete and sign the **Employer Agreement (Appendix B)** and submit these to the BHSU Faculty Internship Director.

3) Upon review and acceptance, the BHSU Faculty Internship Director and student will submit an **Internship Contract and Internship Green Card** (available in the Dean's office) to the appropriate Chair or Dean for approval before the College secretary enters the internship into the University system.

4) The student will take the Internship Green Card to the Registrar's Office to sign up and pay for the necessary fees for the credit hours to be awarded.

5) The student is to meet with the BHSU Faculty Internship Director prior to the start of the internship to review requirements of the internship. This Orientation Meeting is required, and the interns' hours will not start accruing until after this meeting.

COLLEGE OF LIBERAL ARTS
INTERNSHIP CONTRACT

Date _____ Student's Name _____

Student ID# _____ Student phone number, cell or home _____

Dept. (Prefix) & Course # _____ Section # _____ Credit Hours _____

Semester or Session _____ Major _____ Minor _____

Credit hours completed prior to Internship _____ Overall GPA _____

How does Internship fit with student's program of study? _____

Faculty Internship Director _____

Name and address of business sponsor _____

Telephone & email of business sponsor _____

Name of business supervisor _____

Description of Sponsor Assigned Duties: (Please use reverse side if necessary)

Academic Assignments to be submitted to Faculty Internship Director: (Please use reverse side if necessary)

Student Signature

By signing this contract the student acknowledges having read the Internship Manual and being aware of all of the Internship expectations.

Faculty Internship Director Signature

Chair or Dean signature

**APPENDIX A
STUDENT INTERNSHIP APPLICATION**

(To be completed by Intern)

Black Hills State University

Attach the following documents to the completed Internship Application: (1) current resume, (2) current transcript, and (3) current list of courses enrolled in for the upcoming semester. Your application will NOT be accepted without these attachments.

PERSONAL DATA:	
Student Name:	SS Number:
Student Address:	Phone Number(s) Home: Work:
ACADEMIC INFORMATION:	
Status: Sr. Jr. So. Fr.	Faculty Advisor:
Major:	Minor:
Cr. Hrs. Completed in Major:	Cr. Hrs. Completed in Minor:
GPA in Major: (Attach transcript)	GPA Overall: (Attach transcript)
INTERNSHIP INFORMATION:	
Name and Title of Proposed Sponsor:	Description of Proposed Internship: Title: Description of Duties:
Address of Proposed Sponsor:	
Telephone No. of Proposed Sponsor:	Number of Cr. Hrs. Being Requested:
Starting Date of Experience:	Ending Date of Experience:
Student Signature:	Date:

**APPENDIX B EMPLOYER
AGREEMENT**

(To be completed by Intern and Employer/Site Supervisor)

TERMS OF THE AGREEMENT:

_____ agrees to participate in the
(Name of Organization)

Black Hills State University Internship Program by accepting
_____ as an intern
(Name of intern)

from ____/____/____ to ____/____/____.
(Beginning Month/Day/Year and Ending Month/Day/Year)

Specific responsibilities, duties, and compensation have been negotiated between the parties involved and are detailed below. It is understood that these duties and responsibilities will be monitored throughout the internship experience by the Intern, the Site Supervisor, and the BHSU Internship Coordinator. All parties will participate in the evaluation process through scheduled conferences and written materials.

DUTIES AND TASKS TO BE ASSIGNED:

Using the back of this form or on a separate sheet of paper, list the specific duties and tasks the intern will be assigned and responsible for during the internship period. Please be as specific and detailed as possible, as the number and variety of entries will determine the number of credit hours to be awarded and serve as the basis for the student performance objectives.

TERMS AND CONDITIONS OF EMPLOYMENT:

Hours and terms of compensation:

Other Terms: _____

SIGNATURES:

Completion of this form will enable the student to be considered for the proposed internship. Upon obtaining the signatures and information below, the student is to return this Employer Agreement to the BHSU Internship Coordinator for review. If approved, an Internship Agreement will be delivered to the participating internship site for appropriate signatures. A copy of the signed Agreement will be mailed to the participating employer. If the internship is not approved, the employer will be notified.

(Student Intern's Signature)

(Date/Preliminary Agreement)

(Site Supervisor's Signature)

(Date/Preliminary Agreement)

(Site Supervisor's Title)

(Telephone number)

(Company Name and Address)

**THANK YOU FOR YOUR WILLINGNESS TO SERVE AS AN
INTERNSHIP PARTNER!**

**APPENDIX C
INTERN EVALUATION BY EMPLOYER**

(To be completed by Site Supervisor during the final week of the internship experience.)

Evaluation of (Name of Intern):	Evaluation Period (From - To Dates):
Name of Evaluator:	Name and Address of Company:
<p>This intern evaluation serves two purposes: (1) a grading tool for the internship and (2) as professional feedback to the intern regarding his/her performance. It is recommended that you review the results of this evaluation with the Intern before sending it to the BHSU Internship Coordinator.</p>	
<p>Please return the evaluation to the BHSU Internship Coordinator:</p> <p>Address:</p> <p style="text-align: center;">THANK YOU FOR YOUR INVOLVEMENT WITH THE BHSU INTERNSHIP PROGRAM.</p> <p style="text-align: center;">IF WE CAN BE OF SERVICE TO YOU IN THE FUTURE, PLEASE LET US KNOW.</p>	

A. ATTITUDE	
<p>_____ Not cooperative. Negative response to supervision.</p> <p>_____ Reasonably interested in job. Makes an occasional suggestion. Performs as directed.</p> <p>_____ Intense interest in job. Possesses leadership qualities; generates enthusiasm in others.</p> <p>_____ Receptive to new ideas. Alert for the opportunity to improve work procedures.</p> <p>_____ Indifferent approach to job. Does only what is required.</p>	<p>Comments:</p>
B. KNOWLEDGE OF JOB	
<p>_____ Limited knowledge. Considerable supervision required.</p> <p>_____ Handles assignments with partial assistance. Frequent instructions required.</p> <p>_____ Capably handles all usual job situations. Knowledge and productivity increasing.</p> <p>_____ Capable of instructing others. Has good supervisory skills.</p> <p>_____ Completes daily work satisfactorily. Occasional direction required.</p>	<p>Comments:</p>

C. JUDGMENT	
<p>_____ Unpredictable. Cannot make decisions or makes decisions based on emotions.</p> <p>_____ Good judgment. Decisions can be relied on.</p> <p>_____ Usually makes sound decisions. Could improve with experience.</p> <p>_____ Decisions not always sound. Immature.</p> <p>_____ Sound judgment. Clear thinker under pressure. Decisions respected and frequently sought by fellow employees.</p>	<p>Comments:</p>
D. CAPABILITY TO LEARN	
<p>_____ Must repeat instructions in general. Work must be checked occasionally. Learns less readily than most.</p> <p>_____ Outstanding ability to comprehend instructions and new ideas, and to retain what has been learned.</p> <p>_____ Learns fairly fast. Retains most of what had been learned.</p> <p>_____ Must repeat instructions in detail and check work frequently. Learns slowly.</p> <p>_____ Quick to learn. Asks intelligent questions. Retains knowledge.</p>	<p>Comments:</p>

E. HUMAN RELATIONS

Adequate relations with customers and associates. Cooperative.

Courteous. Friendly. Has poise and dignity. Well accepted by customers and associates.

Abrupt. Lacks poise. Not responsive to public and/or associates.

Antagonistic. Self-centered. Lacks tact.

Dynamic personality. Influences others and is respected by associates and customers.

Comments:

F. APPEARANCE

Exceptional

Above standard

Acceptable

Below standard

Not acceptable

Comments:

G. What have been the intern's primary duties during this evaluation period?

H. Overall, in what skills or traits does the intern seem strongest?

I. Overall, in what area(s) does the intern need improvement?

J. During this period, what new skills or tasks has the intern learned?

K. Do you believe the intern has satisfactorily fulfilled his/her obligations to you as internship Supervisor/site?

_____ Yes

_____ No (If no, please comment.)

Signature of Evaluator:

Date of Evaluation:

**APPENDIX D
STUDENT EVALUATION OF INTERNSHIP**

(To be completed by Intern at end of internship)

PERSONAL DATA:					
Student Name:	Name and address of internship site/employer:				
Dates of Internship: (To and from)					
A. EVALUATION OF SUPERVISOR					
<u>Never</u>	<u>Always</u>	<u>Frequently</u>	<u>Sometimes</u>	<u>Seldom</u>	
1. Did supervisor appear interested in you as an individual?	_____	_____	_____	_____	_____
2. Did supervisor provide adequate training?	_____	_____	_____	_____	_____
3. Did supervisor motivate you to improve yourself?	_____	_____	_____	_____	_____
4. Did you receive adequate instructions or assistance from your supervisor in the conduct of your work?	_____	_____	_____	_____	_____
	<u>Weekly</u>	<u>Bi-Weekly</u>	<u>Monthly</u>	<u>Semester</u>	<u>Never</u>
5. How often did your supervisor discuss your job performance with you?	_____	_____	_____	_____	_____
Comments:					

Excellent Good Average Fair Poor

1. Acceptance of an intern seemed to be: _____ _____ _____ _____ _____

Always Frequently Sometimes Seldom Never

2. We communicated effectively: _____ _____ _____ _____ _____

3. We communicated effectively
with each other: _____ _____ _____ _____ _____

Comments:

	<u>Always</u>	<u>Frequently</u>	<u>Sometimes</u>	<u>Seldom</u>	<u>Never</u>
1. Do you believe your position provided a relevant experience?	_____	_____	_____	_____	_____
2. Do you believe you did work of value for your employer?	_____	_____	_____	_____	_____
3. Did you always receive adequate training in your job?	_____	_____	_____	_____	_____
4. Did the work/atmosphere allow for the expression of your ideas?	_____	_____	_____	_____	_____
	<u>Excellent</u>	<u>Good</u>	<u>Average</u>	<u>Fair</u>	<u>Poor</u>
5. My academic preparation for this assignment was:	_____	_____	_____	_____	_____
6. The understanding I had of my job duties and my responsibilities were:	_____	_____	_____	_____	_____
7. Which university courses were the most helpful in the performance of your duties?					
8. Which university courses were the least helpful?					
9. What additional courses would you recommend that the university offer in your major field of study?					

1. How would you describe the overall Internship?

Excellent Very Good Good Average Below Average Poor

Comments: _____

2. Would you consider working for this organization following graduation? _____ Yes
_____ No

Comments:

Signature:

Date:

Please complete this form at the end of your internship and return to the Internship Coordinator:

Address:

APPENDIX E

INTERN REPORT PROCEDURES AND OUTLINE

Note: Use the entries within your daily logs to complete the following report. This report must be completed and handed in to the BHSU Internship Coordinator before a grade will be issued. Your final report should be professional in nature, with attention to detail.

A. Introduction

Describe the history of the employer, the customers served, the product(s)/service(s) provided and the market in which it competes.

Describe your internship experience and its relationship to the organizational structure.

B. Duties and Responsibilities (5-10 responsibilities)

List each of the major duties and/or responsibilities to which you were assigned during the internship. For **EACH** major duty/responsibility (side heading), discuss the following points:

- Tasks in duty or area of responsibility.
- Problems or difficulties, personal and otherwise, encountered while performing the tasks and the solutions you reached.
- University course work (e.g., classes, theories and concepts) that was applicable to the tasks/ responsibilities. Compare the concepts you had formed in class to the actual work or activities you were involved with on the job. Use specific course titles, theories, and concepts.
- Specific concepts or facts that would have been helpful to have known in order to complete the tasks in a more timely manner or more effectively and efficiently.
- Using a scale of 1 (low) to 5 (high), rank the degree to which the tasks/responsibilities challenged you as an individual. Explain your ranking.

C. Self-Analysis

Now that you have completed the internship, perform a self-analysis in terms of your professional and personal growth, development of competencies, surfacing strengths and weaknesses, emerging attitudes and values, crystallization of career

objectives, feelings of increased/ decreased confidence and assertiveness, and satisfaction or dissatisfaction with career choice.

D. Evaluation of the Program

Please comment on the overall quality of the Internship Program at Black Hills State University. Offer any recommendations for improving the internship experience for future students.

Also, please offer any recommendations you may have to improving the university's or department's course offerings.

- E. Prepare and enclose a copy of a thank-you letter (a letter, not a card) to your Site Supervisor, thanking him or her and the business for allowing you the opportunity learn from them. Use some of the information from the above self-analysis to write the letter. Be sure to use proper grammar, punctuation, etc.