

Black Hills State University

Internship Manual



School of Business

Policies and procedures for business student interns, BHSU
internship coordinators and site supervisors.

Revised 9/22/21

TABLE OF CONTENTS

| | |
|--|-------|
| INTRODUCTION..... | 1 |
| ELIGIBILITY | 3 |
| Student Eligibility | 3 |
| Internship Criteria | 4 |
| RESPONSIBILITIES OF PARTICIPANTS | 5 |
| Responsibilities of the Student Intern Prior to Internship | 5 |
| Responsibilities of the Student Intern During the Internship | 6 |
| Responsibilities of the Employer | 7 |
| RESPONSIBILITIES OF INTERNSHIP COORDINATOR | 8 |
| Internship Application Checklist | 8 |
| Internship Completion Checklist | 9 |
| APPENDICES | 10 |
| APPENDIX A—Student Internship Application | 11 |
| APPENDIX B—Employer Agreement | 12-13 |
| APPENDIX C—Student Agreement | 14 |
| APPENDIX D—Student Reflection Log | 15 |
| APPENDIX E—Employer Final Evaluation | 16-19 |
| APPENDIX F—Student Evaluation of Internship | 20-22 |
| APPENDIX G—Final Report Outline | 23-24 |
| APPENDIX H—Sample Letter / Email | 25 |

INTRODUCTION

The Internship Program at Black Hills State University presents an opportunity for a student to obtain university credit hours by obtaining 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. The internship is designed to provide a mutually beneficial experience to the student and employer and shall impact, innovate, and engage both student and employer.

ELIGIBILITY

Student Eligibility

The student must meet the following requirements prior to the admittance into the internship program.

1. Student must be enrolled in a major program of study within the School of Business.
2. Student must have completed 60 credit hours PRIOR to entering the internship program.
3. Student must have at minimum a 2.00 GPA on a 4.0 scale PRIOR to entering the internship program.
4. The student's academic advisor from the School of Business must grant permission for the internship.

INTERNSHIP CRITERIA

Internship credits are awarded on the following basis:

1. 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 type of tasks will be the criteria used in determining credit hours awarded. A maximum of 12 credit hours may be counted for an internship.
2. Internships in the School of Business will be Pass/Fail.
3. Internship may be paid or unpaid by the employer.
4. The internship qualifies as an elective in the student's program of study and does NOT replace a required course or restricted elective within a major, minor or certificate.
5. The student's academic advisor from the School of Business must grant permission for the internship.
6. Internships for International Students should submit the Curricular Practical Training (CPT) application form to the BHSU international office at least 30 days prior to the internship start date. Students should ensure their internship is visa compliant.
7. For students enrolled in an Associate Degree program with the School of Business, 45 credit hours must be completed and at least 12 hours of business courses must be completed.
8. *Associates in tourism internship candidates see Tourism Internship Addendum.

RESPONSIBILITIES OF PARTICIPANTS

Responsibilities of the Student Intern *Prior* to Internship:

Academic Advisor meeting: Student should meet with their academic advisor to determine eligibility and number of credit hours. The student should also work with their advisor to discuss possible internship opportunities. The student is responsible for finding their own internship. The student may want to use the sample letter to initiate contact with the potential employer. (*Appendix H*)

Academic Advisor Approval: Once the internship is identified, the student must obtain academic advisor approval and submit documentation to the internship coordinator. The academic advisor will email approval to the internship coordinator.

Orientation Meeting with Internship Coordinator: Students are required to attend a mandatory pre-internship meeting the semester prior to the start of the internship. This meeting will be scheduled by the student.

Complete the Internship Application (*Appendix A*): The student shall submit the internship application to the Internship Coordinator.

The following documents will be submitted at this time:

1. Internship Application (*Appendix A*)
2. Transcript (*unofficial*)
3. Resume
4. Employer Agreement (*Appendix B*)

Payment and Financial Aid: Upon the acceptance of the internship, the Internship Coordinator will submit the student's registration to the BHSU Registrar's office, and the student will then be enrolled in the course. The student will then pay for the necessary fees for the credit hours to be awarded. This fee includes a small fee for liability insurance. If financial aid is desired, the student must contact the Financial Aid office to determine eligibility at (605) 642-6113.

Student Agreement (*Appendix C*): Once all the paperwork is submitted and approved by the Internship Coordinator, the student will submit the Student Agreement to the Internship Coordinator.

RESPONSIBILITIES OF PARTICIPANTS

Responsibilities of the Student Intern *During* Internship:

Submit Reflection Log (*Appendix D*): Student shall submit a bi-weekly (every two weeks) Reflection Log to the Internship Coordinator.

Give Employer Final Evaluation Form (*Appendix E*): Near the end of the internship, the student intern will give the Final Employer Evaluation form to the employer. They will submit the form directly to the Internship Coordinator.

Submit the Student Evaluation Form (*Appendix F*): The student will complete the student evaluation and submit it to the Internship Coordinator.

Submit the Final Paper (*Appendix G*): Upon completion of the internship, the student will follow the format in Appendix G to write their final paper. The student will submit the final paper to the Internship Coordinator.

Deliver Letter of Thanks: Upon completion of the internship, the student will write a thank you letter to the employer.

RESPONSIBILITIES OF THE EMPLOYER

Participating employers in the School of Business Internship program are asked to fulfil the following responsibilities:

Complete the Employer Agreement Form (*Appendix B*): This will include a job description and should include the specific duties and tasks to be assigned to the student. This form should be submitted to the Internship Coordinator.

Meeting with Intern: Meet once a week with the student intern to provide for regular supervision, consultation, and feedback.

Train and Supervise Intern: Allow the intern to experience a variety of professional tasks and assignments.

Mid-Internship Review: The employer is asked to participate in a review of the internship with the Internship Coordinator. The Internship Coordinator will facilitate the review.

Complete the Employer Final Evaluation Form (*Appendix E*): Near the end of the internship, the student intern will give the Final Employer Evaluation form to the employer. The employer should meet with the intern to discuss the completed form.

After both the employer and intern have signed the form, the employer will submit the form to the Internship Coordinator.

RESPONSIBILITIES OF INTERNSHIP COORDINATOR

Internship Application Checklist:

| | | |
|----------------------------------|-----------------------|----|
| Student Name: | Email: | |
| | | |
| Internship credit hours: | Phone: | |
| | | |
| Date Internship Begins: | Date Internship Ends: | |
| | | |
| Admission Requirements | <i>Office Use</i> | |
| Enrolled as Business Major | YES | NO |
| Junior Standing | YES | NO |
| GPA 2.0 or higher | YES | NO |
| Permission from Academic Advisor | YES | NO |
| Attended Orientation Meeting | Date: | |
| Unofficial Transcript | YES | NO |
| Resume | YES | NO |
| Application (Appendix A) | YES | NO |
| Employer Agreement (Appendix B) | YES | NO |
| Student Agreement (Appendix C) | YES | NO |
| Registered for 494 Internship | YES | NO |
| Reflection Log Due Date: | YES | NO |
| Reflection Log Due Date: | YES | NO |
| Reflection Log Due Date: | YES | NO |
| Reflection Log Due Date: | YES | NO |
| Reflection Log Due Date: | YES | NO |
| Reflection Log Due Date: | YES | NO |
| Reflection Log Due Date: | YES | NO |
| Reflection Log Due Date: | YES | NO |

RESPONSIBILITIES OF INTERNSHIP COORDINATOR

Internship Completion Checklist:

| | | | |
|---|-----------------------|----|------|
| Student Name: | Email: | | |
| | | | |
| Internship credit hours: | Phone: | | |
| | | | |
| Date Internship Begins: | Date Internship Ends: | | |
| | | | |
| Completion Requirements | <i>Office Use</i> | | |
| Reflection Logs Submitted | YES | NO | |
| Employer Mid-Internship Review | YES | NO | |
| Employer Final Evaluation (Appendix E) | YES | NO | |
| Student Evaluation of Internship (Appx F) | YES | NO | |
| Final Report (Appendix G) Due Date: | YES | NO | |
| Thank you Letter to Employer | YES | NO | |
| Grade | Pass | OR | Fail |

APPENDICES

| | |
|--|-------|
| APPENDIX A—Student Internship Application | 11 |
| APPENDIX B—Employer Agreement..... | 12-13 |
| APPENDIX C—Student Agreement..... | 14 |
| APPENDIX D—Student Reflection Log..... | 15 |
| APPENDIX E—Employer Final Evaluation | 16-19 |
| APPENDIX F—Student Evaluation of Internship..... | 20-22 |
| APPENDIX G—Final Report Outline..... | 23-24 |
| APPENDIX H—Sample Letter / Email | 25 |

STUDENT INTERNSHIP APPLICATION

PERSONAL INFORMATION

Name: _____ Student ID: _____

Email: _____

Mailing Address: _____

Permanent Address: _____

Cell #: _____ Home #: _____

ACADEMIC INFORMATION

Status (*circle one*): Senior Junior Other (*explain*) _____

Academic Advisor: _____

Business Major: _____ Specialization: _____

Completed Credit Hours (*Major*): _____ GPA Major: _____

GPA Overall: _____

INTERNSHIP SITE INFORMATION

Name of Internship Site: _____

Address: _____

Supervisor: _____ Title: _____

Office #: _____ Email: _____

Intern Job Title: _____ Start Date: _____ End Date: _____

Student Signature: _____ Date: _____

Office Use (*attached*): Unofficial Transcripts Resume Registered for Upcoming Semester

STUDENT INTERNSHIP – EMPLOYER AGREEMENT

_____ agrees to participate in the BHSU internship
(Name of Business/Organization)
 program by accepting _____ as an intern starting
(Student Name)
 from _____ and ending on _____.
(Start Date) (End Date)

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 contacts and written materials.

JOB DESCRIPTION *(add attachment if necessary):*

DUTIES AND TASKS TO BE ASSIGNED:

List the specific duties & tasks the intern will be assigned & responsible for during the internship period. Please be as specific & detailed as possible, as the number & variety of entries will determine the number of credit hours to be awarded & serve as the basis for the student performance objectives.

| | Job Duties and Responsibilities | Details |
|----|--|----------------|
| 1 | | |
| 2 | | |
| 3 | | |
| 4 | | |
| 5 | | |
| 6 | | |
| 7 | | |
| 8 | | |
| 9 | | |
| 10 | | |

TERMS AND CONDITIONS OF EMPLOYMENT:

Schedule Hours

| Day | Clock-In | Clock Out |
|-----------|----------|-----------|
| Sunday | | |
| Monday | | |
| Tuesday | | |
| Wednesday | | |
| Thursday | | |
| Friday | | |
| Saturday | | |

Will Compensation be allotted? YES NO

Terms of Compensation (*add attachment if necessary*):

Compensation in accordance with state and federal employment guidelines should be adhered to. See the U.S. Department Fact Sheet:

<http://www.dol.gov/whd/regs/compliance/whdfs71.htm>

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 Black Hills State University School of Business Internship Coordinator for review. Upon approved, a copy of the signed Agreement will be mailed or emailed to the participating employer. If the internship is not approved, the employer will be notified.

Student Sign

Date

Internship Supervisor Sign

Date

Internship Approved Yes No

Internship Coordinator Sign

STUDENT AGREEMENT

PERSONAL INFORMATION

Name: _____ Student ID: _____

Email: _____

Mailing Address: _____

Permanent Address: _____

Cell #: _____ Home #: _____

ACADEMIC INFORMATION

Academic Advisor: _____

Credit Hours Completed: _____ Credit Hours Approved: _____

Reflective Log Due Date: _____

Date of Final Report: _____

Your Signature below indicates agreement to all the requirements of the
Internship as outlined in the Internship Manual.

Student Signature: _____ Date: _____

STUDENT REFLECTION LOG

Student Name: _____

Employer: _____

Internship Start Date: _____

Today's Date: _____

Dates: From: _____ To: _____

Number of Hours Worked: _____

Please address the following (*attach additional paper if needed*):

1. Specific goals & objectives for this reflection log:

2. Insights gained (*learning experiences, new ideas, concepts*):

3. Problems encountered (relate challenges, and/or areas of concern and how the situations were handled).

4. Note personal areas of strengths/weaknesses.

5. Were you able to demonstrate or utilize any of your university course concepts or competencies learned in class? If so which courses & how were they applied?

EMPLOYER FINAL EVALUATION

Please return the evaluation to the BHSU Internship Coordinator

Intern’s Name: _____

Evaluator’s Name: _____

Evaluator’s Email Address; _____

Name and Address of Company: _____

Evaluation Period: _____

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 expected that you review the results of this evaluation with the Intern before sending it to the School of Business Internship Coordinator.

The questions on this evaluation align with career readiness competencies identified by the National Association of Colleges & Employers as critical for a successful transition from college to the workplace. This form is intended to help interns learn more about their strengths and the areas they might need to focus on in order to be maximally successful in the workforce after graduation.

| Critical Thinking/Problem Solving | Strongly Agree | Agree | Disagree | Strongly Disagree | N/A |
|--|-----------------------|--------------|-----------------|--------------------------|------------|
| 1. Shows a sincere interest in understanding the organization, their role, and their assigned tasks. | | | | | |
| 2. Practices sound judgment based on an analysis of available data and information. | | | | | |
| 3. Demonstrates creativity in approaching tasks, solving problems, and overcoming obstacles. | | | | | |
| 4. Seeks out resources when unsure about how to proceed on tasks. | | | | | |
| 5. Asks for help when unsure about how to proceed on tasks. | | | | | |

APPENDIX – E

| Communication/Leadership | Strongly Agree | Agree | Disagree | Strongly Disagree | N/A |
|---|----------------|-------|----------|-------------------|-----|
| 1. Clearly and efficiently conveys ideas orally to persons inside and outside the organization. | | | | | |
| 2. Communicates ideas clearly in writing in a manner suited to the intended audience. | | | | | |
| 3. Manages their own emotions and works to understand and empathize with others. | | | | | |
| 4. Takes initiative and seeks opportunities to contribute. | | | | | |

| Teamwork/Collaboration/Intercultural Fluency | Strongly Agree | Agree | Disagree | Strongly Disagree | N/A |
|--|----------------|-------|----------|-------------------|-----|
| 1. Builds constructive working relationships with individuals from a range of backgrounds. | | | | | |
| 2. Demonstrates inclusiveness sensitivity, and respect for individuals' differences. | | | | | |
| 3. Contributes effectively to collaborative requests. | | | | | |
| 4. Adapts well to emerging requests from managers, coworkers, and customers. | | | | | |

| Professional/Work Ethic/Technology | Strongly Agree | Agree | Disagree | Strongly Disagree | N/A |
|---|----------------|-------|----------|-------------------|-----|
| 1. Demonstrates respect for organizational staff, policies, and norms. | | | | | |
| 2. Maintains regular schedule, makes up missed hours, and is punctual and present. | | | | | |
| 3. Organizes and prioritizes work, manages time, and sees tasks through from start to finish. | | | | | |
| 4. Identifies and effectively uses appropriate technologies and programs to complete work. | | | | | |

APPENDIX – E

| Career Management | Strongly Agree | Agree | Disagree | Strongly Disagree | N/A |
|--|-----------------------|--------------|-----------------|--------------------------|------------|
| 1. Accepts constructive feedback from others and is able to learn from mistakes. | | | | | |
| 2. Self-advocates in a professional manner. | | | | | |
| 3. Can identify their strengths and weaknesses. | | | | | |
| 4. Can articulate next steps to further prepare them for their future. | | | | | |

Questions:

If learning or performance goals were established, please describe the intern’s progress toward their goals.

What do you perceive to be the intern’s greatest strengths that are assets to your organization? If possible, please give specific examples/stories to illustrate your intern’s strengths.

What areas of growth could improve the intern’s success in your field? If possible, please give 1 – 3 specific examples.

APPENDIX – E

Please comment on how the student demonstrated impact with this internship.

Overall Performance (*if I were to rate intern at the present time*)

| Unsatisfactory | | | Poor | | Average | | | Good | | Outstanding | |
|----------------|---|---|------|---|---------|---|---|------|---|-------------|--|
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |

If the rating is 4 or lower, please comment:

Supervisor Signature: _____ Date: _____

Intern Signature: _____ Date: _____

STUDENT EVALUATION OF INTERNSHIP

Your Name: _____

Dates of Internship: _____ Semester and Year: _____

Name and Address of Internship Site/Employer: _____

Please rate the following aspects of your internship experience on the basis of this scale:

(1) Poor (2) Fair (3) Good (4) Excellent (5) N/A

| Site | Poor (1) | Fair (2) | Good (3) | Excellent (4) | N/A (5) |
|--|-------------|-------------|-------------|------------------|------------|
| 1. Physical environment was safe. | | | | | |
| 2. An orientation was provided to the organization. | | | | | |
| 3. Adequate resources were available to accomplish projects. | | | | | |
| 4. Co-workers were accepting and helpful. | | | | | |

| Supervisor | Poor (1) | Fair (2) | Good (3) | Excellent (4) | N/A (5) |
|---|-------------|-------------|-------------|------------------|------------|
| 1. Supervisor provided a clear job description. | | | | | |
| 2. Regular feedback was provided on my progress and abilities. | | | | | |
| 3. An effort was made to make it a learning experience for me. | | | | | |
| 4. Supervisor provided levels or responsibility consistent with my abilities. | | | | | |
| 5. Supervisor was supportive of the agreed-upon work days and hours. | | | | | |

APPENDIX – F

| Learning Experience | Poor (1) | Fair (2) | Good (3) | Excellent (4) | N/A (5) |
|--|---------------------|---------------------|---------------------|--------------------------|--------------------|
| 1. Work experience was related to my academic discipline and/or career goal. | | | | | |
| 2. Opportunities were provided to develop my communication skills. | | | | | |
| 3. Opportunities were provided to develop my interpersonal skills. | | | | | |
| 4. Opportunities were provided to develop my creativity. | | | | | |
| 5. Opportunities were provided to develop my problem-solving abilities. | | | | | |
| 6. This experience has helped prepare me for a career in this field. | | | | | |

Overall Value Rating for this Internship

Feel free to explain any of your responses to the above criteria here (use additional pages if necessary)

Would you work for this supervisor again? _____ Yes _____ No _____ Uncertain

Would you work for this organization again? _____ Yes _____ No _____ Uncertain

Would you recommend this organization to other students? _____ Yes _____ No _____ Uncertain

Questions:

1. Which university courses were the most helpful in the performance of your duties?

2. Which university courses were the least helpful?

APPENDIX – F

3. What additional courses would you recommend that the university offer in your major field of study?

4. How would you describe the overall internship? (*circle below & comment*)

Excellent Very Good Good Average Below Average Poor

Comments:

Signature _____ Date _____

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

FINAL REPORT OUTLINE

At the completion of the internship, the student will submit a final report to the Internship Coordinator. Although there is no requirement on the number of pages, students should ensure that the report is professional in nature, demonstrating proficient writing and attention to detail.

The following documents must be submitted with the final report:

1. *Completed Reflection Logs (Appendix D)*
2. *Student Evaluation of Internship (Appendix F)*
3. *Copy of the professional thank you letter sent to the employer*

The Final Report will include the following sections:

TITLE PAGE

Include your name, location of the internship, number of credits approved for the internship, your contact information.

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.

DUTIES & 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, discuss the following points:

1. Tasks, duty, or area of responsibility.
2. Problems or difficulties, personal and otherwise, encountered while performing the tasks and the solutions you reached.
3. 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.
4. 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.

APPENDIX – G

SELF-ANALYSIS

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. *This section of the report should be at least one page in length (double spaced).*

IMPACT ON INTERNSHIP SITE

Please describe how your internship encouraged and challenged you to impact, engage, and innovate.

EVALUATION OF THE PROGRAM

Please comment on the overall quality of the School of Business Internship Program. 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 School's course offerings.

PROFESSIONAL THANK YOU LETTER

The student should prepare and send a letter (not a card) to the employer. Attach a copy of the letter to the final report. Be sure to include your appreciation 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.

SAMPLE LETTER / EMAIL

Students may want to use this sample letter to initiate contact with a potential employer to establish an internship.

James Student
1200 University Street
Spearfish, SD 5773
Cell: 605-000-0000
Email: James.Student@yellowjackets.edu

March 5, 20XX

Name

Job Title

Company

Street

City, State Zip

Dear Mr. _____,

I am currently a junior at Black Hills State University majoring in Business Administration with a specialization in Marketing. As part of the business curriculum, it is highly recommended that students participate in an internship which correlates to their chosen field of study.

Would you be interested in the possibility of facilitating an internship at your place of business?

I look forward to speaking with you about this possible internship opportunity. Thank you for your time and consideration.

Sincerely,

Signature

First Name.... Last Name