

Black Hills State University

Internship Manual



College of Business and Technology

A guide for students and employees participating in an Internship Program at Black Hills State University, Spearfish, South Dakota.

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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.

Student Eligibility

***NOTE: No more than 16 internship credits may be counted toward a major or a degree.**

Please note that BADM 294 is available to students majoring in business only. The 494-level internship is available to students across a variety of disciplines. Please check the BHSU catalog for specific information and requirements related to specific programs of study.

1. BADM 294, Internship in Business (1-6 credit hours)

Prerequisite: Permission from the Chair of the Department of Business and the BHSU Internship Coordinator in the College of Business and Technology.

Students work under the supervision of management personnel to gain experience in the practice of effective management techniques. This course is open only to students in the Associate of Science program in the Department of Business.

- Students must be enrolled in an Associate Degree program within the Department of Business.
- Students must have completed at least 45 credit hours within their program of study that includes at least 12 hours of business courses.
- Students must have earned at least a 2.00 grade point average (4.0 scale) prior to entering the internship program.

2. 494--Internship

Prerequisite: Permission from the Chair of the respective department and the BHSU Internship Coordinator for the respective program area.

- Students work under a supervisor to gain experience in the relevant field.
- Students must be enrolled in a major program of study within the department from which they seek credit.
- Students must have completed a minimum of 64 credit hours (be in junior standing).
- Students must have earned at least a 2.00 grade point average (4.0 scale) prior to entering the internship program.

Employer Eligibility

The BHSU Internship Coordinator must approve an employer as an internship supervisor. The following qualifications must be met:

- The employer will prepare a job description for the position.
- The employer has a desire to participate in an internship program in order to improve preparation of personnel for the field.
- The organization employs capable staff qualified through both education and experience to supervise student interns.
- If the position is paid, then compensation in accordance with state and federal employment guidelines is provided.
- Liability and workman's compensation coverage for the student should be discussed by the BHSU Internship Coordinator and the employer for both paid and volunteer internships.

Determination of Credit Hours to Be Awarded

Internship credits are awarded on the basis of the following:

- A. 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.

- B. Grading is dependent on the respective College. Therefore, all prospective student interns should speak with the appropriate BHSU Internship Coordinator to clarify whether the internship is graded (A-F) or Pass/Fail.
- C. Also, the Internship qualifies as an elective and 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/Intern Benefits

A student benefits from the internship experience in that he/she is given the opportunity to:

- A. Observe, practice and apply theories and techniques learned in the classroom.
- B. Become acquainted with a variety of settings, programs, and professionals.
- C. Recognize leadership strengths and to receive timely feedback on areas needing improvement.
- D. Develop new interests in the profession.
- E. Develop insights and perspectives of self and others.

Participating Employer Benefits

An employer benefits from the internship experience in that he/she is:

- A. Provided with part-time employment, without the traditional employee-employer obligations and costs.
- B. Provided with 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.
- C. Given the opportunity to serve as a mentor, coach, and educator to an aspiring young professional.

- D. Provided with the opportunity to interact with university faculty and leaders.
- E. Provided with the opportunity to extend and improve his/her relationship with the university community.

University Benefits

The university benefits from student/employer internship experience in that such a cooperative work arrangement:

- A. Enhances the educational process and improves and updates the scope of the curriculum.
- B. Provides a laboratory for application of theoretical knowledge.
- C. Provides a continuing opportunity for evaluation of the student's needs, abilities, and progress leading to adjustments in the curriculum.
- D. Provides an opportunity for faculty contact with professional leaders and agencies.
- E. 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. Fulfill the duties and responsibilities agreed to in the Internship Agreement.
2. Represent Black Hills State University and its faculty in a professional manner at all times.
3. Treat the internship experience as a professional job, striving to perform all duties and responsibilities to the best of one's abilities.
4. Maintain a log of experiences during the internship program and submit the log on a bi-weekly basis (every two weeks) to the appropriate BHSU Internship Coordinator. The log should contain:

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

Responsibilities of the Participating Employer

Participating employers/site supervisors in the BHSU Internship Program are asked to fulfill the following responsibilities:

1. Supervise the intern for the duration of the internship, allowing the intern to experience a variety of tasks and job assignments as stated the job description.
2. Prepare an evaluation of the intern's performance upon completion of the internship under the format indicated in Appendix C.
3. Meet with the BHSU Internship Coordinator at least once (or discuss via phone), if practical, to discuss the intern's performance and to provide feedback to the university regarding its programs of study and the internship program.

Responsibilities of the BHSU Internship Coordinator

The BHSU Internship Coordinator will:

1. Visit (or visit with via phone, depending on location of internship) the participating employer and intern at least once during the internship period.
2. Oversee all administrative responsibilities associated with internship in terms of areas including accreditation standards, awarding of credit, maintaining necessary university records.
3. Serve, if and when necessary, as a mediator between the employer and employee.
4. Determine and record the student's final grade (A-F or Pass/Fail; determined by the respective College).

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. (For summer internships, it is recommended to do so in the fall prior to the summer internship.)
 - The student is responsible for arranging an appointment with the BHSU Internship Coordinator to go over the completed **Appendix A** before being admitted to the Internship Program. At this meeting, appropriate internship sites and application strategies will be discussed. Check with the BHSU Internship Coordinator to determine if a position qualifies for an internship prior to applying. If necessary, the BHSU Internship Coordinator will contact potential sites and supervisors to ensure willingness to participate with internship requirements.
2. 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. Each spring the BHSU Career Center hosts an Interview Skills Workshop and interns are strongly encouraged to attend.
3. If applying for a volunteer internship, the student works in cooperation with the BHSU Internship Coordinator to set up the contract for this internship.
4. Once selected for an internship, the student must have the employer/supervisor complete and sign the Employer Agreement (**Appendix B**) and submit this to the BHSU Internship Coordinator.
5. Upon review and acceptance, the BHSU Internship Coordinator will submit the student's file (Appendices A and B, resume, transcript, list of courses for upcoming semester and internship green card) to the Chair of the respective department for approval prior to being sent to the College or departmental secretary for entry into Web Advisor and student transcript.
6. The student will take the internship card to the Enrollment Office to sign up and pay for the necessary fees for the credit hours to be awarded.
7. The student is to meet with the BHSU Internship Coordinator just prior to the start of the internship experience to review requirements of the internship. This Orientation Meeting is required, and the interns' hours will not start accruing until after this meeting.

**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>THANK YOU FOR YOUR INVOLVEMENT WITH THE BHSU INTERNSHIP PROGRAM.</p> <p>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	
<p><input type="checkbox"/> Adequate relations with customers and associates. Cooperative.</p> <p><input type="checkbox"/> Courteous. Friendly. Has poise and dignity. Well accepted by customers and associates.</p> <p><input type="checkbox"/> Abrupt. Lacks poise. Not responsive to public and/or associates.</p> <p><input type="checkbox"/> Antagonistic. Self-centered. Lacks tact.</p> <p><input type="checkbox"/> Dynamic personality. Influences others and is respected by associates and customers.</p>	<p>Comments:</p>
F. APPEARANCE	
<p><input type="checkbox"/> Exceptional</p> <p><input type="checkbox"/> Above standard</p> <p><input type="checkbox"/> Acceptable</p> <p><input type="checkbox"/> Below standard</p> <p><input type="checkbox"/> Not acceptable</p>	<p>Comments:</p>

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 Site Supervisor?

_____ **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:					

B. EVALUATION OF CO-WORKERS

	<u>Excellent</u>	<u>Good</u>	<u>Average</u>	<u>Fair</u>	<u>Poor</u>
1. Acceptance of an intern seemed to be:	_____	_____	_____	_____	_____
	<u>Always</u>	<u>Frequently</u>	<u>Sometimes</u>	<u>Seldom</u>	<u>Never</u>
2. We communicated effectively:	_____	_____	_____	_____	_____
3. We communicated effectively with each other:	_____	_____	_____	_____	_____

Comments:

C. PERSONAL

	<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?					

D. OVERALL EVALUATION OF INTERNSHIP

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 appropriate BHSU Internship Coordinator:

Address:

APPENDIX E

INTERN REPORT PROCEDURES AND OUTLINE

Note: Use the entries within your weekly 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.