



School of Business
Student Internship Handbook

(Revised October 2015)

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Introduction

A high quality education should offer a “capstone experience.” A capstone experience is usually a course or two that bring together the core courses in business and the student’s major option and point the student firmly toward their career. At Southern Oregon University (SOU), that experience is BA427 Business Policy and Strategy and BA499 Business Planning. It may also include BA409 Internship. In the Bachelor of Science or Arts degree program, students have a choice to complete BA428 Business Research or BA409 Internship as part of their core requirements. In the Bachelor of Applied Science (BAS in Management), Internship is required and is the capstone.

The terms “practicum” and “internship” are used interchangeably. Regardless of the word used, students participate in practical hands-on activities that allow them to put into practice many of the skills they have been learning in the classroom. With enormous pride, the School of Business works with students to offer internships designed to take each student to the next step on her or his career path. Internships provide valuable experience to students, and serve the business community. Many employers hire interns to fill short-term project or seasonal needs and recruit new employees.

The School of Business cooperates with organizations to provide a wide variety of opportunities that offer real-world application of concepts learned in the classroom. Supervision is provided for the student at the internship site by a designated on-site supervisor. The School of Business Internship Coordinator also supervises the student's progress and may serve as a liaison between the work site and the University.

Interns usually start their internships at the beginning of the term. Students may need instructor approval to get registered for this course because there are registration requirements. A student must work at least 30 hours for every one credit earned. Most students enroll for 4 credit hours and complete 120 hours of work. Students may earn a maximum of 12 credits in BA 402 and BA 409 toward their bachelor's degree, and 6 credits for BA 509. Freshmen and sophomores may register for up to a total of 4 credits of BA 217 (lower division internship). Note: The maximum number of credit hours of internship for Oregon CPA candidates is 6. Students who take more than 8 credits at one internship will submit new objectives and duties, midway and final time sheets and a final report between 8 and 12 credits.

This handbook is designed to provide tools necessary to get the most out of your internship. You should refer to it often to orient yourself to the tasks you should be doing as you proceed with your internship. The internship is an independent learning experience. Interns gain experience and insights as they go through the phases of the internship.

Student Responsibilities

You have many responsibilities as an intern as outlined on the Moodle site “Business Internship” found in “Programs and Clubs.” Meeting your responsibilities will be factored heavily in your internship grade and may determine whether you are offered a job as a result of your internship. There is never any promise of a job from your internship, but when offers are made it is often because of the sense of responsibility you have shown during your internship.

Employer Responsibilities

Internships are a great way for organizations to partner with SOU to meet business needs and offer a business student exposure to a professional work environment. Many employers use internships as a way to recruit future employees. Employers provide opportunities to apply theory to everyday business challenges, to further develop skills, and to network with professionals in the industry. The employer is expected to spend sufficient time supervising the student to ensure that the objectives of the internship agreement are met. The supervisor is expected to periodically evaluate the student and to meet and coordinate with the campus Internship Coordinator when planned or called upon to do so.

There is no obligation on the part of the business to pay the student. Traditionally, internships are paid in some industries; in others, they are not. Applications to request an internship should indicate whether or not there is intent to pay. If the issue of pay is not addressed in the internship description, questions may be directed to the Coordinator. Because many students must work in order to afford tuition and living costs, paid experiences tend to be highly appealing.

Students who are earning internship credit(s) are NOT employees of the university. The university is prohibited from accepting any liability for the acts, omissions, and the conduct of the students and is prohibited from providing coverage with State Accident Insurance, liability insurance, or workers' compensation insurance. Because this is a legal issue, no definitive answer can be provided; however, prudence would argue that the employer should at least provide workers' compensation coverage.

Before beginning an internship, an employer must sign an “Internship Work Site Agreement,” which is kept on file with the Director of Business Services at Southern Oregon University. The agreement may be found at:

<http://www.sou.edu/business/internships/employers.html>

How to Find an Internship

Internships come in all shapes and sizes. Some are paid and some are unpaid. Some last for a summer while others continue through the school year. Although many internships are local, others offer employment abroad. If you are interested in an international internship, please contact Mary Gardiner, Education Abroad Coordinator, SOU, 541-552-6660 or gardiner@sou.edu.

An internship can open the doors to the working world, showing you what it's like to have a boss, attend meetings and meet deadlines. Internships also introduce you to experienced people who can help guide you toward a career. Start finding the right internship for you by answering these questions:

- What is your major and minor (or certificate program)? Can you find an internship that will combine skills and knowledge from both?
- What kind of internship are you looking for? Do you want to work during the summer or the school year?
- Do you need a paid internship or is an unpaid position acceptable?

To begin your search, look at the School of Business Internship website for information about internships (<http://www.sou.edu/business/internships/>). Also, you may check your Google Groups account for internship postings. You can do this by logging into your SOU Gmail account or inbox, click the Apps grid on the upper right hand corner of the screen, search for and click "Groups." You might also find internships through a school club or the University Career Center website: <http://www.sou.edu/careers/>. Don't forget family and friends, they may know someone who will lead to an internship.

If there's a specific company or organization you'd like to work for, don't be afraid to inquire directly. Even if the company has never had an intern, you might be able to convince them they need one by being clear about how you could help. Before you contact an organization, make a list of your skills and the type of internship experiences you want, and update your resume.

To cast your net even wider, go online. The Internet provides a wealth of resources, including the ones listed below. Be sure to thoroughly research any organization before participating in its program.

- www.internshipprograms.com lets you browse by employer, field, date and location.
- www.goabroad.com/intern-abroad shows opportunities in different countries.
- www.idealists.org allows you to search for internships at nonprofits such as environmental groups.
- www.volunteerinternational.org lists volunteer opportunities abroad.

To make sure you get the most out of your internship, do your research first and ask questions. Find out exactly what your duties are, and who will be teaching you the skills you want to learn. You can ask to speak to previous interns about their experiences. All this preparation helps ensure that the internship is right for you.

What to Expect From Your Internship

While most internships are unpaid experiences, they function like regular jobs. Work assignments will vary depending upon the needs of the employer. Often, students expect to be assigned high-level sophisticated duties, but in reality, most interns will be assigned basic tasks in their respective fields. No one should expect to conduct a corporate audit or develop a promotional campaign for the Super Bowl if they have not done such activities on their own in the past. Performing basic tasks eagerly and well will encourage your internship supervisor to assign you more important duties as the internship proceeds.

Remember that the goals of an internship are not limited to the performance of work tasks related to the intern's major. Students will be learning and observing appropriate work behavior, including personal hygiene and dress, professionalism, attitude, punctuality, interpersonal relations, and business communications. Interns learn by observing and asking questions. Please remember you, as students, are representatives of SOU while on their internships and your behavior on the job is a reflection of the University and the School of Business.

Using Your Own Job as an Internship

Many internship students are already holding jobs. Often they are going to college to get credentials for skills they are already using on the job or to improve their chances of promotion. In these cases, the Internship Coordinator may give approval for students to use their current work site as an internship **if the internship duties are completely different than the student's normal work responsibilities**. This may involve special projects, temporary reassignment to another department, specialized training, research for the company, or observing and assisting an employee who is working in the student's chosen career field. Students completing an internship at their current work site are responsible for fulfilling all of the requirements of the internship course. The student's supervisor will be asked to complete the internship evaluations and verify work hours just as with other internships.

Resumes and Cover Letters

If you must apply for an internship, you should provide a resume with a cover letter. The cover letter establishes the significance of an accompanying document. When used with a resume, the cover letter explains why you are interested in the position and what you can do for the company, refers to the resume, asks for an interview, and conveys appreciation. The letter should be addressed to a specific person, ideally the person who will make the hiring position. Cover or application letters accompanying resumes should be concise and 100 percent accurate. The following are some guidelines when creating a cover letter:

1. Refer directly to the position that is open or draw on commonalities with the employer.
2. Describe your interest in the organization.
3. State the purpose of the internship that you, as the applicant, can fulfill.
4. Refer directly to the resume and describe specific qualifications.
5. If applicable, request an interview, providing your address and phone number.
6. Express appreciation for the employer's consideration.
7. Sign the letter.
8. Use a regular-size business envelope.
9. Type the letter and the envelope, using a standard font.

Please see Appendix A for an example of a cover letter.

Creating a Resume

A resume provides a summary of qualifications for a position. A resume is likely to be a first contact with a prospective employer who has perhaps only a few minutes to review it. Resumes typically include the following information in one or two pages:

1. Identifying information: name, address, and home and work telephones
2. Education: academic credentials in reverse chronological order and other educational experiences that speak to your qualifications
3. Experience: organized in reverse chronological order according to relevance to the position you are seeking (Once you are working, you may want to place experience before education.)

Additional information may be included:

1. Activities and achievements (honors or awards)
2. Personal data only if relevant to the job.

Please see Appendix B for an example of a resume. Additional information is available on the Career Services website: www.sou.edu/careers.

Interviews

In seeking an internship, you may need to apply with an application and resume and participate in an interview just as if you were applying for any other job. You are responsible to be available for all interviews.

Going on an interview for an internship position is like going to any regular job interview. You should arrive at least five minutes before the scheduled interview time and be professionally dressed. The people you will be meeting expect you to be ready and willing to provide a resume and answer questions about yourself and your interest in the position being offered. You should be prepared to demonstrate your skills for the internship and to ask questions of the interviewer to get a clearer picture of the position you are investigating. Practice for the interview with a friend before the actual interview.

Some students are not sure what it means to be “professionally dressed.” You do not need to go out and buy yourself a suit, but consider the saying, “Dress for the job you want, not the job you have.” Wear professional clothing. No sneakers, jeans or body piercing jewelry should be worn to an interview. This initial interview may result in your being offered the internship or a follow-up interview.

If you do participate in an internship interview, you should always follow up the interview with a professional thank you letter or email. If you use email, show respect by using a salutation and closing and do not write in “texting” language. If you cannot attend the interview, call and cancel.

Getting Started

To enroll in the internship course and participate in an internship, you must:

1. Be fully admitted to the School of Business. Admission requires declaring a major option and completing all of the course requirements necessary for admission to the School.
2. Have a GPA in the School of Business of at least 2.5.
3. Have completed appropriate classes in their major to register for an internship.
4. Before you start your internship, you must receive approval from the Internship Coordinator for an appropriate internship. The Moodle site has instructions.

Registering for Your Internship

Juniors, seniors and graduate students are eligible for BA 402/409/509 internship. A minimum GPA of 2.5 in business administration course work at SOU is required for internship placement. You must select the number of credits (1=30 hours) for BA 217/402/409/509. If you are doing an internship for the graduation requirement you must take 4 credits (=120 hours). Most students enroll for 4 credit hours and complete 120 hours of work. Students may earn a maximum of 12 credits in BA 402 and BA 409 toward their bachelor's degree, and 6 credits for BA 509. Freshmen and sophomores may register for up to a total of 4 credits of BA 217 (lower division internship). Note: The maximum number of credit hours of internship for Oregon CPA candidates is 6. Students who take more than 8 credits at one internship will submit new objectives and duties, midway and final time sheets and a final report between 8 and 12 credits.

Moodle Site – “Business Internship (year)” i.e. “Business Internship 2014-15”

The Moodle site for internships is a program/club not a class you are automatically enrolled in as with other classes. You will be manually enrolled in the Moodle site from the class roster. You will find the site at the bottom of your list of classes in Moodle. A few days after you register, if you do not see the class in your Moodle list, please email the Internship Coordinator.

Before starting Internship Hours

Before you start your internship, you must complete, sign, submit, and **receive a grade for the following assignments on Moodle**:

- Via the class website in Moodle:
 1. Student Internship Application (Appendix C)
 2. Student Internship Agreement (Appendix D)
- Via email to the Internship Coordinator
 3. Internship Work Site Agreement signed by your site supervisor (Appendix E)

Starting the Internship

Take a notebook with you dedicated to your internship. Use this notebook to take notes while being instructed on tasks, when taking phone calls, to record questions and observations. Date your pages. Supervisors often report that interns don't take notes, then return to ask for directions on tasks. Take notes and you will have an easier time writing your midway and final paper.

During your first week of work as an intern, stay alert to what is going on at your work site. You will be meeting new people and learning new work assignments. Use the first week to get comfortable and also demonstrate your eagerness to learn and grow. Each day, review what you've learned. Use people's names when you talk to them. Try to get some sense of how well you are completing the tasks you've been assigned. Don't be afraid to ask questions. You'll also learn more and show the employer you are truly interested in learning and doing a good job. Do not fall into the trap of acting too familiar. Don't withdraw because you are afraid or unsure of what to do. Your supervisor's and co-workers' sense of you will be determined by how you act in the early days of your internship. You can never make a first impression twice. Make sure you are dressed correctly and arrive on time each day (ten minutes early is a good rule to follow.) Try to get a sense of how people act in the office and model your behavior.

If you have any questions and problems with your internship, please contact the Internship Coordinator immediately.

Midway through the Internship

When you have completed approximately half of the internship hours, you must submit the following documents on Moodle:

- Midway Evaluation signed by your supervisor (Appendix F)
- Midway Time Sheet signed by your supervisor (Appendix G)
- Midway Paper (Appendix H)

The midway and final paper allow students to articulate what learning has taken place. Reflection is not automatic and takes a conscious effort. Reflection emphasizes

understanding rather than knowledge and allows students to be more aware of their learning and connect the expectations of the curriculum and the employer. Typical questions of reflection include: What do you know that you didn't know before the internship? What can you do that you couldn't do before? What surprises did you encounter in your internship?

Concluding the Internship

When you have completed all of your internship hours, you will conclude the internship by submitting the following:

- Time Sheet signed by your supervisor (Appendix G)
- Final Evaluation submitted by your supervisor in a Qualtrics Survey. The Internship Coordinator will send your supervisor the link to the survey.
- Final Paper (Appendix I)
- Thank You Letter to Employer (Appendix J)

Before sending the thank you letter to the employer, the student must get approval from the Internship Coordinator. The thank you letter must be 100% error-free before sending. For an example of a thank you letter, please see Appendix J. Once the letter is approved, you will send the letter to the employer. After you submit the letter on Moodle, check the comments section on that assignment. The Internship Coordinator will put a note that you can send the letter.

Your grade will not be complete until the Internship Coordinator gets the final copy of all documents.

Receiving an “E” Grade

You can request an E grade for your internship, which gives students one term to complete the class. You must have completed half your hours, approximately 60 hours, and all the midway assignments in order to receive an E grade. Email the Internship Coordinator to request an E grade.

Internship Myths

Myth 1: Unpaid internships cannot be included on a resume. – False

All experiences related to a particular internship or job can be included on a resume. As a student, relevant coursework, co-curricular activities, community services, volunteer experiences, and previous internships and jobs can also be included on a resume. Employers are looking for relevant skills and experience.

Myth 2: All internships completed for credit must be unpaid. – False

College credit is granted by the academic institution and does not prohibit employers from paying interns a fair wage or stipend. Colleges generally encourage employers to pay for work completed regardless if it's being done for credit or not. Regardless of whether the internship is paid or not, the employer is responsible for covering the student worker's compensation insurance.

Myth 3: If a student has past work experience or is currently employed, he/she can get credit for that work experience. – False

No, students cannot earn internship credit for past positions held or a position they currently hold. A student can, however, earn internship credit at their current place of employment as long as the work activities are completely different than the current job description and is approved by the Internship Coordinator prior to starting the work (see page 6.)

Myth 4: A student can complete internship hours one term and then sign up for them later. – True

Sometimes students work more hours than they need for the internship. Those hours are recorded and submitted or “banked” for the future in case the student needs additional credit for some reason such as meeting the credit requirement for graduation (180 credit hours minimum). The student may bank the hours and sign up for them in a future term. Work with the Internship Coordinator if you want to do this. **Students must submit all forms and requirements on the Moodle site even if not registered for BA402/409/509 while working on the internship.** Students can begin an internship one term, complete the midway assignments, receive an E grade and complete the internship the next term.

Myth 5: The Internship Coordinator will place students into internship positions. – False

Students must find their own internship site. The internship coordinator will help by providing information about employers seeking interns and providing feedback to the student during the search process. When you graduate, you will have to go out and find your own job. Seeking an internship is a lot like that and should be viewed as an exercise in job searching, applying and interviewing. The internship coordinator can guide you and support you, but you need to find the internship that is right for you.

Appendix A: Sample Cover Letter for Applying for an Internship

Jacob Blayne
300 E. 27th Street
Medford, OR 97501

September 23, 2015

Dianna Roberts
Director of Environmental Chemistry
Vulcan Chemicals
6200 S. Ridge Road
Grants Pass, OR 97527

Dear Ms. Roberts:

Thank you for the materials on XYZ Company you gave me at the Southern Oregon University Career Fair. I am interested in working as an intern in your Marketing Department. Such an internship would help me improve my marketing and communication skills especially now in the age of social media where marketing and communications are essential.

Last summer I worked for ABC Company. My responsibilities included research, writing copy and web page design. I was able to gain experience interacting with people and learning to become an organized worker. I also gained basic management skills that would be helpful in the internship position you have posted.

Thank you for considering me for an internship at XYZ Company. Enclosed is a resume outlining my work as well as educational experience.

I look forward to an opportunity to meet with you and explore an internship.

Thank you for your consideration of my application.

Sincerely,



Jacob Blayne
541-552-5555
jblayne@sou.edu

Appendix B: Sample Resume

Jacob Blayne

300 East 27th Street, Medford, OR 97504 • 541-284-5555
jblayne@sou.edu

Education

Southern Oregon University Ashland, OR Graduation Date June 2016

Bachelor of Science in Business Administration

- Concentration in Management, minor in Communication
- GPA 3.58
- Student of the Year for the Human Resource Management

Experience

Filing Clerk Ashland, OR June – August 2015

ABC Company

- Sorted and filed various company documents
- Organized company records to ensure completeness and accessibility
- Assisted with document requests such as mailing, copying and distributing information requests
- Performed other administrative duties as assigned

Skills

- People-oriented
- Attentive to details
- MS Office proficient
- Fluent in English and Mandarin

References are available on request.

Appendix C: Student Internship Application

School of Business
Internship Application



- This application must be submitted before you begin your internship.
- You cannot begin your internship until this form has a grade on Moodle.
- Both you and your supervisor must sign this application.

Student Information

First Name: _____ M.I. _____ Last Name: _____

Student ID: _____ Email Address: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ Alternate Phone: _____

Academic Information

Academic Status: Soph. _____ Junior _____ Senior _____ Graduate _____
(Check One)

Major: _____ Expected Graduation Date – Term/Year: _____

Track: Acct. _____ Mgmt. _____ Mrk. _____ Hosp./Tour. _____

Are you in the Business Degree Completion Program? Yes _____ No: _____

Are you in a Certification Program? If Yes, Name: _____

Who is your advisor? _____

What term and year will you enroll to start your internship? _____

Number of Credits of Internship: _____ Class and CRN _____
(i.e. BA 409)

Organization Information

Name of Organization _____

Address: _____

City: _____ State: _____ Zip Code: _____

Name of Supervisor: _____ Phone: _____

Supervisor Email: _____

Appendix D: Student Internship Agreement

This form is on Moodle.



School of Business

STUDENT INTERNSHIP AGREEMENT

By my agreement to intern with a host company, I understand that my business host and Southern Oregon University School of Business expect me to assume, as much as possible, the role of a regular staff member. I understand that my responsibilities include:

1. Adhering to company work hours, policies, procedures and rules governing professional behavior.
2. Adhering to company policies governing the observation of confidentiality and the handling of confidential information.
3. Assuming personal and professional responsibilities for my actions and activities.
4. Maintaining professional relationships with company employees, customers, and vendors, et al.
5. Maintaining a learning attitude, considering knowledge that I have acquired in the academic setting as it applies in my internship context.
6. Developing self-awareness with regard to attitudes, values and behavior patterns in the workplace.
7. Being open to external learning opportunities afforded by the host business if any arise.
8. Being consistent and punctual in the submission of all work assignments to my host business supervisor.
9. Taking responsibility for the goals I have identified for my internship experience.

_____	Term/Year _____
Print Student Name	
_____	Date _____
Student Signature	

Appendix E: Internship Work Site Agreement

This form is on Moodle.



SCHOOL OF BUSINESS INTERNSHIP WORK SITE AGREEMENT

Date: _____

Name of Business: _____

Name of Student Intern: _____

Internship Supervisor Information

Name: _____

Phone Number: _____

Alternate Number: _____

Email Address: _____

If you have questions about internships in the Southern Oregon University School of Business, please contact:

Jane C. Picknell
picknellj@sou.edu

THIS AGREEMENT is entered into by Southern Oregon University, a university with a governing board, hereinafter "SOU," and

Name of business (*please print*)

Street and mailing address city, state, zip code

hereinafter, "HOST,"

WHEREAS, SOU wishes to offer its students opportunities for internships in their fields of study, and
WHEREAS, the HOST wishes to cooperate with SOU by being a host site for student internship opportunities;
NOW, THEREFORE, the parties agree as follows:

1. Participating Students

The number of students to participate shall be mutually determined prior to or at the start of each term, including the selection method(s) to be used.

2. Internship Standards

The specific internship to be provided, the duration, the criteria used to determine successful completion, and the granting of academic credit shall comply with SOU academic standards established for such experiences. Such details of each arrangement shall be documented in writing and made a part of this agreement.

3. Discrimination

Neither party shall engage in discrimination in the treatment of any participant connected with the experiential learning program. Discrimination means any act that unreasonably differentiates selection and treatment, intended or unintended, based upon age, disability, national origin, race, marital status, religion, gender, or sexual orientation.

4. Termination of Student Participation for Cause

HOST may request that SOU withdraw from the program any student who, in the HOST's judgment, is not performing satisfactorily, or who refuses to follow Host's administrative and operating policies, procedures, rules, and regulations. Such requests must be in writing and must include a statement of reason(s), which shall not be based on discriminatory treatment.

5. Consideration

5.1 The basis of this agreement is that the HOST agrees to provide the experience to the SOU student at no charge to SOU and the student completes the internship for the granting of academic credit. Any additional special arrangements in which SOU agrees to provide supplies, equipment, etc. as part of this agreement shall be documented in writing and made part of this agreement.

5.2 The student is not an employee of SOU. Any compensation arrangements made between the HOST and the students are outside of this agreement; any associated scholarship monies must be dispersed by SOU through its Financial Aid Office. Except for special arrangements specifically documented as referenced in above paragraphs, the student is responsible for her/his own transportation, parking, and expenses associated with the internship.

6. Insurance

6.1 The Oregon Tort Claims Act (ORS 30.260-30.300) permits SOU to accept responsibility only for the acts of its officers, employees, and members. Since a student does not qualify as any of those persons, SOU is prohibited from providing coverage with State Accident Insurance, liability insurance, or workers' compensation insurance.

6.2 HOST agrees it is their responsibility to determine what provisions or actions are necessary or appropriate to fulfill any liability and workers' compensation obligations created by their participation in this agreement.

7. Term

This Agreement becomes effective upon the last date accompanying the signatures to the agreement and remains in effect until terminated by mutual consent of the parties, or by one party upon 30 days prior notice in writing to the other party. The terms of this agreement may be modified, supplemented, or amended only be signed written agreement.

IN WITNESS WHEREOF, the parties by signature below of their authorized representatives acknowledge that they have read and understood the agreement and agree to be bound by its terms and conditions.

HOST ORGANIZATION:

SOUTHERN OREGON UNIVERSITY, A UNIVERSITY WITH A GOVERNING BOARD

Name of Supervisor and Title (please print)

Tresa Sprague Date
Administrative Services Coordinator

Supervisor Signature Date

School of Business Internship Coordinator Date

Appendix F: Midway Evaluation

Template: This form is on Moodle.

BA 217, BA 402, and BA 409/BA 509 INTERNSHIP EMPLOYER'S EVALUATION REPORT

STUDENT'S NAME _____ COMPANY _____

To Supervisor: Please complete this form and review with the intern. The intern will turn in the evaluation on Moodle.
Please complete the following form by indicating your analysis of the student's progress in your work environment. Please place a check mark in the appropriate box for each category.

	EXCELLENT	VERY GOOD	AVERAGE	DOUBTFUL	UNSATISFACTORY	COMMENTS
Quantity of work	<input type="checkbox"/> Exceptional work production record	<input type="checkbox"/> Very industrious; does more than required	<input type="checkbox"/> Accomplishes requirements; seldom more	<input type="checkbox"/> Frequently below requirements; is slow	<input type="checkbox"/> Always below requirements	
Quality of work	<input type="checkbox"/> Requires absolute minimum of supervision; is almost always accurate	<input type="checkbox"/> Requires little supervision; is exact and precise most of the time	<input type="checkbox"/> Usually accurate; must sometimes be told to improve work	<input type="checkbox"/> Careless; repeats the same mistakes	<input type="checkbox"/> Work unacceptable	
Communication Skills (writing, listening, speaking)	<input type="checkbox"/> Interacts with others exceptionally well	<input type="checkbox"/> Is usually understood by co-workers and customers	<input type="checkbox"/> Exhibits average communication skills	<input type="checkbox"/> Requires frequent correction and clarification	<input type="checkbox"/> Communication skills notably below required standards	
Cooperation	<input type="checkbox"/> Works well with everyone	<input type="checkbox"/> Good team-worker; helpful	<input type="checkbox"/> Meets others halfway	<input type="checkbox"/> Difficult to work with	<input type="checkbox"/> Constant friction with others	
Dependability	<input type="checkbox"/> Inspires confidence; very reliable	<input type="checkbox"/> Usually carries through	<input type="checkbox"/> Reasonably reliable	<input type="checkbox"/> Dependable when closely followed	<input type="checkbox"/> Not trustworthy	
Courtesy	<input type="checkbox"/> Always very polite and willing to help	<input type="checkbox"/> Usually polite	<input type="checkbox"/> Civil	<input type="checkbox"/> Sometimes tactless	<input type="checkbox"/> Rude; blunt	
Judgment	<input type="checkbox"/> Exceptional ability to identify and evaluate issues	<input type="checkbox"/> Decisions usually well-founded	<input type="checkbox"/> Judgment good on routine matters	<input type="checkbox"/> Frequently reaches wrong conclusions	<input type="checkbox"/> Judgment usually unsound	

	EXCELLENT	VERY GOOD	AVERAGE	DOUBTFUL	UNSATISFACTORY	COMMENTS
Acceptance of Constructive Suggestions	<input type="checkbox"/> Welcomes suggestions and responds fully	<input type="checkbox"/> Accepts suggestions; tries to improve	<input type="checkbox"/> Listens to suggestions; responds partially	<input type="checkbox"/> Tries to justify actions	<input type="checkbox"/> Resents suggestions	
General appearance	<input type="checkbox"/> Always well-groomed and appropriately dressed	<input type="checkbox"/> Careful about personal appearance	<input type="checkbox"/> Generally neat and clean; satisfactory personal appearance	<input type="checkbox"/> Sometimes untidy or careless about personal appearance	<input type="checkbox"/> Very untidy; poor taste in dress	
Attendance	<input type="checkbox"/> Always prompt and punctual; volunteers for overtime when needed	<input type="checkbox"/> Very prompt; regular in attendance	<input type="checkbox"/> Usually present and on time	<input type="checkbox"/> Lax in attendance and/or reporting for work on time	<input type="checkbox"/> Often absent without good cause and/or frequently late	

Additional comments and observations for student-intern: _____

Supervisor' name (Please print) _____

Supervisor's signature _____

Date _____

Students will load this form onto Moodle.

Appendix G: Time Sheet

Template: This form is on Moodle.

PLEASE NOTE:

Use the same time sheet for your midway and final time reports so that your total hours are cumulative.

If you need to add more weeks, make sure the final cell has the correct formula.

Your supervisor should sign both the midway and final time sheets and your supervisor's name should be printed clearly.

Week Beginning and Ending Dates	Hours Worked																
	to	to	to	to	to	to	to	to	to	to	to	to	to	to	to	to	total work hours
	from	from	from	from	from	from	from	from	from	from	from	from	from	from	from	from	
Monday																	
Tuesday																	
Wednesday																	
Thursday																	
Friday																	
Saturday																	
Sunday																	
Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Student Name: _____

Student Local Phone: _____

Student Internship Site: _____

Beginning date of internship, including year: _____

Ending date of internship, including year: _____

from	to
------	----

Midway:

Supervisor's Name: _____

Supervisor's Signature: _____

Supervisor's Phone: _____

Date: _____

Final:

Supervisor's Name: _____

Supervisor's Signature: _____

Date: _____

Appendix H: Midway Paper

To be submitted in Moodle half way through your internship experience.

Guidelines:

1. *Save this file with your name and midway (JaneDoe.midway.doc).*
2. *Make sure your name and the term are at the top of your paper.*
3. *Use **double space**, 12-point font size and left justification.*
4. *Use top/bottom margins of 1" and left/right margins of 1".*
5. *The paper must be no fewer than three and no more than four pages long.*
6. *Be sure your writing is clear, coherent, correct, concise, and complete. Don't forget to use spell and grammar checks and proofread your work carefully. (Take Word's squiggly red and green lines seriously; they're good at identifying problems and suggesting solutions.)*
7. *Poorly written papers or those shorter than three pages will not be accepted.*

Based on your internship experience so far, discuss the following questions. Be sure to include the question you are discussing in each response, place your answer below the questions.

1)

How did you go about getting your internship and what did you learn about job-hunting in the process?

Or

Define a "learning attitude" and discuss an experience in the internship where having a "learning attitude" worked for you.

2)

Describe the organizational culture of your host business. How have you fit into the culture? How does the organizational culture affect the way work gets done?

Or

Identify a situation in your internship where things went wrong and describe what you learned.

3)

Discuss how you are making progress (or not making progress) toward your internship objectives.

Or

Identify and discuss a situation in which you learned something about your:

Communication skills, or Problem-solving abilities, or Decision-making style.

Appendix I: Final Paper For BS/BA (BA 409) Students

**To be submitted in Moodle by 5 pm on Wednesday of Quiet Week (week before finals).
If you have requested an E grade, the paper is due
at the end of your internship experience.**

Guidelines:

1. *Save this file with your name and final (JohnDoe.final.doc).*
2. *Make sure your name and the term are at the top of your paper.*
3. *Use **double space**, 12-point font size and left justification.*
4. *Use top/bottom margins of 1" and left/right margins of 1".*
5. *The paper must be no fewer than four and no more than five pages long.*
6. *Be sure your writing is clear, coherent, correct, concise, and complete. Don't forget to use spell and grammar checks and proofread your work carefully. (Take Word's squiggly red and green lines seriously; they're good at identifying problems and suggesting solutions.)*
7. *Poorly written papers or those shorter than three pages will not be accepted.*

Using the objectives you submitted in your internship application plus the other sections listed below, write a short paper, which describes your activities and accomplishments during the internship. This paper will be evaluated for both form and content. Place the following headings on your paper with answers below.

- I. INITIAL OBJECTIVES/BEGINNING OF THE TERM
 - Take these from your application.
- II. DESCRIPTION OF INTERNSHIP
 - What did your activities include? (Describe the scope of your projects, variety of your assignments, depth of knowledge developed, etc.)
 - Discuss exciting discoveries, personal/organizational accomplishments, new learning, and/or frustrations or disappointments.
- III. ANALYSIS OF OBJECTIVES
 - Did you accomplish the objectives you developed at the beginning of the term? Why or why not? (Discuss each objective individually.)
 - What would you have changed to better meet your objectives? Were your objectives realistic? How did you adapt them to fit the realities of your internship?
- IV. SUMMARY
 - Describe how your experience helped you integrate your college coursework with the learning achieved through the internship. Explore ways in which you specifically applied course material to the achievement of your learning objectives. List specific courses.
 - Was your time well spent in this internship? Why or why not?

Final Paper for BA 402 (BAS Students)

Purpose

The Bachelor of Applied Science in Management (BAS) Internship Program requires that students submit a written report about the practical work experience gained during the internship. The purpose of this paper is to not only describe the tasks and objectives within the job, but also to explain how you transferred the business skills you have learned into a real business setting. This report will provide students with a portfolio of their work examples and results to show future employers. Students should keep a folder or notebook with copies of any reports, ads, meetings, etc. that the student produced. This, along with a calendar of activities, will make writing and assembling the report much easier at the end of the internship.

Grading

The paper will help determine the final grade for the internship and is primarily graded on the professionalism of the writing and the content. On the first issue, students must keep in mind that this is a business communication document that must reflect good writing skills, organization, and proper usage throughout.

From a content perspective, keep in mind that this is a 400-level course, which requires in-depth analytical thinking. Therefore, students must be prepared to explain how their business skills were utilized throughout the internship. Students will need to use critical thinking skills to describe the relation between their area of specialization and their daily job tasks. Students must also discuss the interactions they had with different business processes and how they improved upon those processes. Most importantly, students need to explain how their coursework in the BASM program helped them to achieve business objectives within the organization.

The final grade will be directly related to the analysis of these items and how much the student learned overall. Failure to adequately analyze and explain these issues will result in a lower grade.

Format

Due to the wide range of internships, the format for the paper will vary. However, the following outline is a general guide that may be adapted to fit the circumstances of the specific internship. Use business terminology learned during your coursework to clearly explain your role in completing company objectives. The paper should be 10-15 pages in length, double-spaced. When using specific information, statistics, or quotations, you must provide proper citation and include a bibliography. Please use APA format.

Final Paper Due Date: 5 pm on Wednesday of Quiet Week (week before finals)

Final Paper Outline

- I. Intro (approximately 2 pages)
 - A. Overview of the industry
 - B. Overview and history of the company (Remember to cite sources—including web pages!) Submit a Reference page.
 - C. Organizational structure and your place in it

- II. Your Accomplishments (approximately 6-9 pages) – Be sure to list objectives as they appeared on your original internship application.
 - A. Objective 1
 1. What did the company expect you to accomplish? State this as an objective.
 2. How is this related to the strategic objectives of the organization?

 - B. Objective 2

 - C. What did you do to meet this objective?
 1. Explain what you did and what you learned.

 2. What business skills/techniques did you use to accomplish this objective?

 3. How does this objective relate to your major/specialization?

 - D. Results (approximately 2-3 pages)
 1. What were the measurable outcomes of your efforts?
 2. If no measurable outcomes are available, how would you determine the effectiveness of your efforts?

Repeat A, B & C for Objective II, & III

- III. Concluding Remarks (approximately 1 page)
 - A. How does this experience relate to your classroom experience and knowledge? List specific classes.
 - B. What might you have done differently?
 - C. What would you do differently if you managed an intern?

Appendix

Include samples of your work.

Appendix J: Thank You Letter

To be submitted no later than 5 pm on Wednesday of Quiet Week (week before finals)

Content - Consider the following when you draft your thank you letter:

- Whether your experience was excellent or miserable, you need to write a gracious letter acknowledging the fact that you were given an internship.
- The letter should be no more than $\frac{3}{4}$ of a page long. More is excessive and less is not sufficient.
- Use 12-point font and 1" side margins.
- Three paragraphs are preferred. Your paragraphs should include:
 - Appreciation for the opportunity to complete an internship with the company.
 - A description of what was helpful to you or what you learned such as specific skills, your experience with workplace dynamics, what you learned about business ethics, business protocols that were new to you, etc. Be specific, explaining how the employer's assistance helped you, but don't make a list. Pick out a couple of particularly important points to emphasize. If you wish, name some person who was especially helpful to you.
 - A closing paragraph restating thanks for the assistance with your education and developing you professionally.
- Proofread your letter, and use the spell check and grammar check features. Remember that whatever you put in writing leaves an impression on the reader.
- Do not use the word "I" more than three times. This letter should focus on the recipient, not you!

Upon Completion:

- When you have completed your internship work hours, submit your thank you letter on Moodle for your instructor's approval. You must not mail your thank you letter to your supervisor until you have approval.
- Once your letter is approved and in its final form, mail or hand-deliver your thank you letter in a sealed envelope to your supervisor.

Format – the correct format for a thank you letter is:

- Left-justified
- Date should be typed 1.5 inches from top of page.
- Even if you know this person well, use a personal title in the address block such as Dr., Mr., Mrs., Ms. Professor, etc.
- Be sure to single space the paragraphs and double space between them.
- Follow the format provided in the example provided on the next page

(1 1/2" top margin)

Jane Doe
101 S. Bartlett Street
Medford, OR 97501

September 23, 2011

Mr. John Adams
ABC Company
123 Apple Street
Medford, OR 97501

Dear Mr. Adams:

Thank you for your guidance and supervision this summer during my internship experience with ABC Company. Your leadership throughout the summer assisted me in further development of my writing and communications skills as well as my ability to implement individual projects and function as a leading contributor on various team projects within the company.

The experience was more than I could have expected and allowed me the freedom to develop and maintain individual accounts as a professional member of the team. I actually felt like a major contributor in the weekly planning sessions and was able to independently assist clients in making changes to their existing contracts with ABC Company. The entire staff in the Communications Department took time to share their expertise and knowledge of the field. The staff was most responsive to my requests and always made me feel like a full-time member of the group.

Working for ABC Company helped me use the knowledge and skills acquired over the past three years as a college student at Southern Oregon University. I appreciate your writing a letter of recommendation for me and will be forever grateful for my experience with your company.

Sincerely,

Jane Doe