

TRANSPORTATION & LOGISTICS INTERNSHIP HANDBOOK

**Internship Coordinator
Dr. Robert Frankel
rfrankel@unf.edu**

Logistics Internship TRA 4945

**Administered by
University of North Florida
Department of Marketing and Logistics
Building 10, Room 2460
1 UNF Drive
Jacksonville, FL 32224-2675
904.620.1346**

Student's Name: _____

Major: _____

Date: _____

LOGISTICS INTERNSHIPS

Table of Contents

The Logistics Internship Notebook is provided to all students who seek credit for their internships. The Department of Marketing and Logistics will notify Business Student Advising for enrollment once your request has been completed and approved by the Logistics Program Director and the Department Chair.

This notebook contains:

Topic	Page
Title page and contact information	1
Table of contents	2
Internship syllabus	3
Student and employer expectations	5
Checklist	7
Instructions for students seeking a logistics internship	8
Time sheets	11
Employer and student evaluation forms	14
Student contract	16
Request for approval to register for TRA 4945	17
Ten learning objectives form	18

**Logistics Internship Syllabus
TRA 4945 - 3 Semester Hours**

Prerequisites:

Principles of Marketing, MAR 3023
Operations Management, MAN 3504
Foundations of Transportation, TRA 3035, OR
Logistics Systems Management, TRA 4202
GPA of 2.5 or better

Course Description:

The internship is designed to provide the student with significant experience in transportation and logistics management. The internship provides the student with an opportunity to apply their educational background to logistical issues confronted by cooperating firms. Prior approval of the logistics program director and the department chair is required. Grading is on a pass/fail basis.

Course Objectives:

- Expose student interns to a wider range of logistics issues
- Gain critical work experience while in their educational program
- Apply educational background to “real world” logistical problems
- Obtain experience with commercial transportation, logistics, or supply chain management software
- Observe and directly participate in the key supply chain processes which focus on achieving a competitive advantage for the employing firm
- Analyze the logistics performance of the employer and recommend possible techniques for improvement

Major Areas Potentially Covered Within the Internship:

- Customer service
- Customer relationship management
- Traffic management
- Dispatching
- Costing and pricing of logistics services
- Inventory management
- Purchasing
- Order fulfillment
- Electronic commerce
- Supply chain management

- Information systems management
- Returned goods flow
- International logistics
- Carrier management
- Vehicle routing and scheduling

Grading:

Grading is on a pass/fail basis. Pass grade determined by a combination of the student meeting the necessary deadlines, completing two time sheets identifying work experience, evaluations by the student and the employer, and a 5-10 page paper by the student identifying how the objectives of the internship were accomplished.

Course Requirements:

1. Student must have a 2.5 GPA. Exceptions may be granted by the Logistics Program Director.
2. The internship must be a paid position. Minimum amount is **\$13.00** per hour; however, most logistics internships pay between \$15-20 per hour.
3. The following must be completed prior to being registered for credit:
 - a. Student information sheet
 - b. "The Approval to Register in an Internship" form
 - c. A one page resume
 - d. Ten learning objectives which describe what the student expects to do and learn during the semester. These objectives must be developed with the employing supervisor and the Logistics Program Director and signed by both individuals.
4. The Logistics Program & Internship Director will determine whether the internship meets the standards of a quality professional position which provides a value-added learning and work experience. Once approved, the Logistics Program Director will contact the Coggin College of Business Office of Student Services for a course override. The student will then be notified that registration for the course is possible and will then register for the course through mywings.
5. 240 hours of work during the semester
6. Mid-semester time sheet
7. End of the semester time sheet
8. Student evaluation of internship experience
9. Employer evaluation of intern's experience
10. 5-10 page word-processed paper describing how the student achieved the ten learning objectives

Course Materials:

Students will receive a copy of the "Logistics Internship Notebook" after approval of the internship. The notebook contains the necessary forms and instructions for the internship.

SO YOU WANT A LOGISTICS INTERNSHIP, WHAT YOU SHOULD EXPECT...

WHAT IS EXPECTED OF THE STUDENT:

Your internship should be used to gain valuable work experience and increase your knowledge in the field of your major. It is a good idea to seek a position in a firm or industry where you have an interest in possible permanent employment.

You may begin your search for an internship by:

1. Looking for a position that is listed with the Marketing and Logistics Department office, CCB Career Services, or the T&L webpage. All internship listings obtained by the faculty or through the department are listed with the department office.

2. Beginning a search on your own with the firms you have targeted. You may not receive internship credit for a current job or position unless you will have a substantially different responsibility.

The following are required for you to earn academic credit for the internship:

1. You should have completed the following courses:
 - ✓ Principles of Marketing (MAR 3023)
 - ✓ Operations Management (MAN 3504)

 - ✓ Foundations of Transportation (TRA 3035) or Logistics Systems Management (TRA 4202)
2. You must have a 2.5 GPA.
3. The internship must be a paid position.
4. The following must be completed prior to being registered for credit:
 - A. Student information sheet
 - B. "The Approval to Register in an Internship" form
 - C. A one page resume
 - D. Ten learning objectives which describe what you expect to do and learn during the semester. These objectives must be developed with your employment supervisor and signed by him or her.

5. The Logistics Program Director will determine whether the internship meets the standards of a quality professional position which provides a value-added learning and work experience.
6. 240 hours of work during the semester
7. Mid-semester time sheet
8. End of the semester time sheet
9. Student evaluation of your internship experience
10. Employer evaluation of your performance as an intern
11. 5-10 page typewritten paper

Any exception to these requirements requires the prior approval of the logistics program director.

THE EMPLOYER SHOULD EXPECT TO PROVIDE:

1. A "QUALITY LEARNING" experience for the student with regular interaction with the intern by the supervisor.
2. Approximately 15-20 minutes for a short visit (if needed) with the Logistics Program Director of the University of North Florida, at your facility, once during the semester. The supervisor should also be available for brief phone or in-person visits by the Logistics Program Director.
3. Sign off on a weekly time/task sheet for work completed by the student.
4. Call the Logistics Program Director during the semester if there are any problems with the student's performance.
5. Complete a student evaluation (it will take approximately 5 minutes) and mail or email it to the Logistics Program Director at UNF at the end of the semester.
6. Read the student's 5-10 page report describing how the learning objectives were met. The employer's signature is required. Signature only indicates that the report was read and does not imply approval.

Thirteen Item Checklist

This page is to help the student track his/her progress in meeting internship deadlines. See the following pages for a complete description of each activity.

	<u>Due Dates</u>
1. Draft your resume	3 months before internship begins
2. Meet with the Career Management Center to improve your resume, make necessary changes, and receive approval of your resume	3 months before internship begins
3. Arrange your internship, including duties, hours, amount, form and timing of payment, and a supervisor	3 days before registration begins
4. Complete "Request for Approval to Register for TRA 4945 Logistics Internship" form, Student Contract form, and "Ten Objectives" form and submit documents to the Logistics Program Director for approval	3 days before registration begins
5. Department of Marketing and Logistics contacts Coggin Student Services Center for course override	1 st day of registration
6. You register for TRA 4945	During your normal registration time
7. Complete the "Mid-semester Time Sheet"	7 th week of classes
8. Submit "mid-semester Time sheet" to Logistics Program Director	End of 7 th week of classes
9. Complete end of semester time sheet	End of last week of classes
10. Have supervisor complete "Employer Evaluation"	Beginning of last week of classes
11. Complete 5-10 page written paper and "Student's Semester Report and Evaluation"	End of last week of classes
12. Submit 5-10 page written paper, end of semester time sheet and "Student's Semester Report and Evaluation" form to the Logistics Program Director	End of last week of classes
13. Logistics Program Director must have received the completed "Employer Evaluation" form	First day of finals

Instructions for Students Seeking a Logistics Internship:

You may obtain a copy of this document on our website:

<http://www.unf.edu/coggin/cmc/students/internships.aspx>

Note that items 1-13 below correspond to items 1-13 in the Thirteen Item Checklist. All forms discussed in these items appear below in this Handbook.

If you have questions, call Dr. Frankel, at 620-1346 or email him at rfrankel@unf.edu to discuss them or to schedule an appointment (see below for additional contact information for Dr. Frankel).

1. The first step in preparing for your internship is to ensure that you meet the requirements for enrolling in the course. The requirements are that you:
 - a. are a junior or senior majoring in Logistics
 - b. are in good academic standing (not on academic probation or suspension)
 - c. have a grade point average of 2.50 or higher
 - d. have completed at least three (3) of the following courses with grades of C or better:
 - i. MAR 3023 Principles of Marketing
 - ii. MAN 3504 Production Operations Logistics Management
 - iii. TRA 3035 Foundations of Transportation, or TRA 4202 Logistics Systems Management
2. Next, you must create a high-quality resume. To do this,
 - a. Use the resume resources available in the Coggin Career Management Center, the library or other sources to draft a good resume. You should also meet with the Coggin Career Management Center staff for help.
 - b. Take your drafted resume to the Logistics Program Director for approval. If changes are required, you must make them and obtain approval at least 3 months before your internship begins.
 - c. Give the program director five (5) copies of your resume on high-quality paper and an electronic copy saved in Microsoft Word.
3. Now you can arrange your internship.
 - a. There are two ways of doing this
 - i. Find an internship on your own
 - ii. Work with the logistics program director to set up an internship
 - iii. Give yourself at least 4 months to find and set up an internship
 - b. In either case, you must ultimately have the internship approved by the logistics program director
 - c. To be approved, an internship must consist of the following:
 - i. at least of 240 *supervised* hours
 - ii. a variety of transportation and logistics learning experiences

- iii. exposure to the logistical aspects of the company's operation
 - iv. agreement by the company to do the following
 - 1. certify the required number of hours you work and the tasks that you perform
 - 2. sign a weekly time sheet
 - 3. complete an evaluation of the intern and discuss the evaluation with the intern
 - 4. accept a one-time visit during the semester from a department representative
 - d. Internship credit may be earned for a student's present employment only under the following circumstances
 - i. the internship changes the nature of the student's job responsibilities significantly, resulting in a new learning experience. You may NOT receive internship credit for the job that you are currently doing.
 - ii. you submit a one (1) page word-processed explanation describing your internship responsibilities and how they will differ from your current responsibilities.
 - iii. both you and your internship supervisor sign this explanation
 - e. You must have your internship arranged at least three (3) days prior to the beginning of the UNF registration period.
4. Once you have arranged an appropriate internship, you must
- a. Complete the form entitled, "Request for Approval to Register for TRA 4945"
 - b. Complete the form entitled, "Ten Learning Objectives," which must be
 - i. developed in consultation with your employment supervisor
 - ii. signed by him or her

Be sure to retain a second copy of the learning objectives for you to use in the preparation of your final report.
 - c. Complete the "Student Contract" form and take any required actions that it mandates.
 - d. Submit these forms to the logistics program director no later than three (3) days prior to the UNF registration period
5. The logistics program director will then determine whether your internship meets program requirements.
- a. If your internship meets the program requirements, then UNF will give you permission to register for the Logistics Internship course, TRA 4945, before the beginning of the registration period.
 - b. If your internship does not meet program requirement, then the logistics program director will notify you of that decision and the reasons for it. The program director will use the contact information you provide on the "Request for Approval to Register for TRA 4945" form to contact you, so be sure to keep the logistics program director informed of any changes that occur.
 - c. Regular communication with the logistics program director throughout your internship search should ensure that you are not stuck with a non-approved internship once registration begins.

6. To receive credit for a logistics internship, you must actually register for TRA 4945 just as you would for any other course. Don't forget to pay for the course, too. Students may use only one logistics internship in his/her Program of Study.
7. Once your internship begins, you will have to ensure that several reports and forms are submitted to the logistics program director on time. The first of these is the "Mid-Semester Time Sheet." Your supervisor should fill out and sign this sheet at the end of each internship week.
8. At the end of the 7th week, you must submit this completed form to the logistics program director.
9. Your supervisor should fill out and sign "End-of-Semester Time Sheet" at the end of each week during the second half of the internship.
10. At the beginning of the last week of classes, your supervisor must
 - a. complete the "Employer Evaluation of Internship Student" form.
 - b. discuss your evaluation with you
 - c. indicate that he/she has done so on the form
 - d. mail or fax the form back to the logistics program director (address is on the form) so that the logistics program director receives it no later than the first day of final exam week (or by the last day of class in a summer term)
11. You must write final paper describing the internship experience and complete the "Student's Semester Report and Evaluation." You must discuss both with your supervisor.
 - a. For the paper
 - i. For each of your original Ten Objectives, your paper must either
 1. explain how you accomplished the objective, or
 2. identify those factors that prevented you from doing so
 - ii. Formatting requirements are
 1. word-processed with twelve-point font and one-inch margins
 2. double-spaced, with page numbers
 3. five (5) to ten (10) pages in length
 4. conforming to formal report writing style
 5. correct use of grammar, spelling, and sentence construction
 6. stapled in the top, left-hand corner. No reports in folders will be accepted.
 - iii. *Each page* of this report must be signed by your supervisor indicating he/she has read and reviewed your report.
 - iv. The logistics program director will grade your paper as if it were a project for your employer in a position you received after graduation.
 - b. For the "Student's Semester Report and Evaluation"
 - i. Fill in the form completely
 - ii. Discuss it with your supervisor

12. Submit the following to the logistics program director no later than the end of the last week of classes:
 - a. your final paper
 - b. your “Student’s Semester Report and Evaluation”
13. The logistics program director must receive the “Employer Evaluation” form by the first day of finals week (or the last day of classes for a summer term internship).
14. Internship grading is pass/fail. A passing grade requires ALL of the following:
 - a. the student meets all deadlines, as described in the “Thirteen Step Checklist.” It is the student’s responsibility to know and meet all requirements and deadlines
 - b. the supervisor rates the student in the median category or higher in the following areas:
 - i. relations with others
 - ii. judgment
 - iii. ability to learn
 - iv. attitude
 - v. dependability
 - vi. quality of work
 - c. the supervisor rates the student as satisfactory in both attendance and punctuality
 - d. the supervisor rates the student’s overall evaluation as average or better
 - e. a grade of “B” or better on the final paper. Grading will be based on:
 - i. Discussion of how the learning objectives were accomplished
 - ii. Ability to relate previous professional and academic knowledge to the internship and accomplishment of the learning objectives
 - iii. Writing ability and organization
 - iv. Use of logistics concepts and knowledge

Failure to meet any of the above requirements will result in a failing grade for the internship.

Students who need additional information or assistance should contact:

Dr. Robert Frankel
Logistics Internship Coordinator
University of North Florida
College of Business Administration Building 10, Room 2460
1 UNF Drive
Jacksonville, FL 32224-2675
(904) 620-1346
rfrankel@unf.edu

**LOGISTICS INTERNSHIP TIME SHEET
TRA4945**

CIRCLE ONE: Fall Spring Summer Year: _____

Report #1 Mid-Semester: _____

Report #2 End of Semester: _____

Intern Name: _____ Name of Employer: : _____

Employer's Address: _____

Name of Supervisor: _____ Phone: _____

Week Ending	# of Days Worked	# of Hours Worked	Primary Duties	Signature of Supervisor
EXAMPLE 8/4/07	5	15	Dispatched trucks and scheduled drivers	

**LOGISTICS INTERNSHIP TIME SHEET
TRA4945**

CIRCLE ONE: Fall Spring Summer Year: _____

Report #1 Mid-Semester: _____

Report #2 End of Semester: _____

Intern Name: _____ Name of Employer: _____

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EXAMPLE 8/4/07	5	15	Dispatched trucks and scheduled drivers	

TRANSPORTATION & LOGISTICS FLAGSHIP PROGRAM

University of North Florida
 Department of Marketing and Logistics
 1 UNF Drive
 Jacksonville, FL 32224-2645
 904.620.2780

Employer's Evaluation of Internship Students

Please complete and mail to the Department of Management, Marketing, and Logistics one week prior to the end of the semester

Student's Name _____

Internship Dates: _____

Employing Firm _____

Evaluator's Title: _____

INSTRUCTIONS: The immediate supervisor will evaluate students objectively, comparing them with other students of comparable academic level, with other personnel, assigned the same or similarly classified jobs, or with individual standards.

RELATIONS WITH OTHERS <input type="checkbox"/> Exceptionally well accepted <input type="checkbox"/> Works with others <input type="checkbox"/> Gets along satisfactorily <input type="checkbox"/> Has some difficulty working with others <input type="checkbox"/> Works poorly with others	ATTITUDE – Application to Work <input type="checkbox"/> Outstanding enthusiasm <input type="checkbox"/> Very interested and industrious <input type="checkbox"/> Average in diligence and interest <input type="checkbox"/> Somewhat indifferent <input type="checkbox"/> Definitely not interested
JUDGMENT <input type="checkbox"/> Exceptionally mature <input type="checkbox"/> Above average in making decisions <input type="checkbox"/> Often uses poor judgment <input type="checkbox"/> Consistently used bad judgment	DEPENDABILITY <input type="checkbox"/> Completely dependable <input type="checkbox"/> Usually dependable <input type="checkbox"/> Above average in dependability <input type="checkbox"/> Sometimes neglectful or careless
ABILITY TO LEARN <input type="checkbox"/> Learns very quickly <input type="checkbox"/> Learns readily <input type="checkbox"/> Average in learning <input type="checkbox"/> Rather slow to learn <input type="checkbox"/> Very slow to learn	QUALITY OF WORK <input type="checkbox"/> Excellent <input type="checkbox"/> Very good <input type="checkbox"/> Average <input type="checkbox"/> Below average <input type="checkbox"/> Very poor

ATTENDANCE: Satisfactory Unsatisfactory

PUNCTUALITY: Satisfactory Unsatisfactory

OVERALL PERFORMANCE: Outstanding Very Good Average Marginal Poor

OTHER COMMENTS: (Use other side if necessary)

Signed: _____

Date: _____

Printed Name: _____

This report has been discussed with student: Yes No

Please mail this completed form to:

Dr. Robert Frankel
 Marketing & Logistics
 University of North Florida
 1 UNF Drive
 Jacksonville, FL 32224-2675

TRANSPORTATION & LOGISTICS FLAGSHIP PROGRAM

University of North Florida
 Department of Marketing and Logistics
 1 UNF Drive
 Jacksonville, FL 32224-2645
 904.620.2780

Student Evaluation of Internship Experience

Please complete return with your final report.

Semester _____ Year _____

FILL IN ALL BLANK LINES WITH COMPLETE INFORMATION

Personal Information Name _____ Work title _____ Major _____ Expected date of graduation _____	Employment Information Employer _____ Supervisor _____ Supervisor's title _____ Phone _____		
Experience Evaluation	Yes Always	Usually	Sometimes
Did this position provide you with experience that will apply to your career?			
Did you receive adequate training for your duties?			
Were you given challenging responsibilities?			
Were other employees receptive to having you there?			
Were you satisfied with this internship experience?			
Do you feel this work experience was a valuable part of your overall education?			
RATE YOUR OVERALL EXPERIENCE THIS SEMESTER (5 = outstanding, 1 = poor) 5 _____ 4 3 2 1 (circle one)			
What are your major complaints about this position?			
What did you like most about this position?			
Other comments: (Use other side if necessary)			
Have you discussed this report with your supervisor(s)? _____ YES _____ NO			
SIGNED:		DATE:	

STUDENT CONTRACT

After I have accepted a position:

1. I will **STOP** all negotiations for other employment and will inform all other employers who contact me that I am already committed to an internship position. I will cancel all other interviews immediately. I may ask them to consider me for positions that would begin **after** my commitment to the position I already accepted has been fulfilled.
2. I agree to abide by good ethical standards and practices regarding my actions on Campus and at work related to my internship position.
3. Work schedules and length of internship employment are established by the employer—not the University. Once agreed upon, students are expected to adhere to the work schedules and length of internship employment without exception.
4. The University expects all students to be responsible for their own safety at all times during their participation in the internship program. Students must carefully evaluate potentially dangerous or high-risk environments, locations, or assignments and should exercise good judgment concerning their own well-being when determining their responses to such situations. The University does not expect any student to accept positions or work assignments that pose unreasonable risk or harm, and accepts no responsibility for any harm resulting from participation in the internship.
5. I have received my Internship Notebook. _____

Note: If you have difficulty reading, understanding, or signing this document, please inform your academic advisor or the logistics program director so that appropriate assistance may be provided.

Name

Date

TRANSPORTATION & LOGISTICS FLAGSHIP PROGRAM

University of North Florida
Department of Marketing and
Logistics
1 UNF Drive
Jacksonville, FL 32224-2645
904.620.2780

REQUEST FOR APPROVAL TO REGISTER IN INTERNSHIP COURSE

TRA4945 SEMESTER: YEAR: N#:

STUDENT'S NAME: MAJOR: SS#:

ADDRESS:

PHONE NUMBER:

EMAIL ADDRESS:

INTERNSHIP EMPLOYER:

EMPLOYER ADDRESS:

EMPLOYER PHONE AND FAX:

EMPLOYER EMAIL ADDRESS:

POSITION SUPERVISOR:

SUPERVISOR PHONE:

START DATE:

PAY RATE:

INTERNSHIP TITLE:

WORK PHONE:

BRIEF DESCRIPTION OF DUTIES:

INTERN ACKNOWLEDGMENT

- Retain a copy of this form
- If the internship is approved, the student will be registered by the Office of Student Services, College of Business Administration, during the regular registration period. If the internship is not approved, the student will be notified by mail at the above address.

IF THE DEADLINES SPECIFIED IN THE INTERNSHIP HANDBOOK ARE NOT MET, THE STUDENT WILL AUTOMATICALLY BE DROPPED AND RECEIVE NO CREDIT FOR THE COURSE. STUDENTS ELECTING TO DROP THE COURSE MUST STILL COMPLETE THE NECESSARY DROP/ADD FORMS.

I understand and agree to comply with the Internship requirements as outlined in the Internship Handbook.

STUDENT SIGNATURE: _____ DATE: _____

DEPARTMENTAL APPROVALS

TRANSPORTATION & LOGISTICS FLAGSHIP PROGRAM DIRECTOR

NOTATION

NAME: _____

TEN LEARNING OBJECTIVES

Description of what company does:

Supervisor's Signature:

Date: