



Frederick Community College

Internship Program

Faculty Internship
Advisor Workbook

Internship Program Program Manager & Faculty Internship Advisor Checklist

PRE-INTERNSHIP:

- Approve the student's placement in a specific internship experience.
- Refer the student to the Internship & Apprenticeship Coordinator to verify eligibility for the internship and schedule an orientation session (as requested or needed).
- Assign a Faculty Internship Advisor to the student (Program Manager).
- Sign the student's FCC Memorandum of Understanding.

AT THE BEGINNING OF THE INTERNSHIP:

- Meet with the student at the beginning of the internship to develop the Core Learning Outcomes, Specific Learning Outcomes, expectations, assignments, and establish assignment deadlines.
- Submit the student's attendance report information to the Internship & Apprenticeship Coordinator by the deadlines established by the College.

THROUGHOUT THE INTERNSHIP EXPERIENCE:

- Meet with the student one-third of the way through, half-way through, and near the end of the internship experience, as well as other times as requested or needed.
- Monitor the student's progress throughout the internship experience and make regular contact with the student's Worksite Supervisor.
- Address student and employer concerns, as needed.
- Review the student's completed Weekly Log of Activities.

AT THE CONCLUSION OF THE INTERNSHIP:

- Review the student's completed Weekly Log of Activities, Summary Project, and Internship Performance Appraisal to determine his/her final grade for the INTR course.
- Submit the student's final grade to the Internship & Apprenticeship Coordinator by the deadline established by the College.
- Submit completed Employer Satisfaction Survey to the Internship & Apprenticeship Coordinator by the end of the semester or session. Employer Satisfaction Survey must be received by the Internship & Apprenticeship Coordinator before faculty advisor stipends are issued.

Table of Contents

| | |
|--|----|
| Welcome and Introduction | 1 |
| Internship Eligibility | 2 |
| Internship Course Overview | 3 |
| Internship Placements | 4 |
| Internship Roles | 4 |
| Internship Orientation | 6 |
| Registration Process..... | 7 |
| Tasks / Assignments..... | 7 |
| Internship Grading & Attendance Reporting..... | 9 |
| Faculty Internship Advisor Stipends..... | 10 |
| Internship Records..... | 10 |
| Frequently Asked Questions | 11 |
| Forms | 13 |

Welcome and Introduction

What is an internship?

An internship is a planned work experience that allows students to develop entry-level career competencies in a field directly related to their chosen area of study. An integral part of a student's academic program, internship education facilitates learning experiences not available in the classroom setting, including opportunities to explore different career paths, apply classroom knowledge to the workplace, and acquire workplace skills that employers value when hiring new employees.

Overview of the FCC Internship Education Program

In addition to the benefits described above, the FCC Internship Program provides students with an opportunity to earn between one and three academic credits toward their degree or certificate requirements. Students enrolled in eligible career programs who are seeking academic credit for internships are required to work a specified number of hours at their internship sites, which varies depending on the version of the INTR (internship) course for which they are enrolled. Students are also required to work with their Faculty Internship Advisor to develop and demonstrate achievement of learning objectives, complete assignments, and participate in an employer evaluation, which occurs at the conclusion of the internship. Throughout the entire internship process, the student, Faculty Internship Advisor, Program Manager, Worksite Supervisor, and Internship & Apprenticeship Coordinator work together as a team to ensure that the internship supports the student's program curriculum and serves as a rewarding and productive learning experience.

The Role of the Faculty Internship Advisor

By serving as a Faculty Internship Advisor, you play a vital role in the student learning process. Faculty Internship Advisors are responsible for approving a student's internship placement, as well as assisting the student with developing internship learning outcomes, monitoring student progress at the internship site, communicating regularly with the student's worksite supervisor, grading internship assignments, and addressing student and employer concerns as needed. In addition, you will be collaborating with the Internship & Apprenticeship Coordinator to ensure compliance with all FCC internship policies and procedures.

We appreciate your willingness to serve as a mentor and guide to FCC students during their internship experience, and hope that you will find this handbook to be a helpful tool for navigating your role in the internship process.

Internship Eligibility

In order to earn academic credit for internships at FCC, students must meet the following eligibility requirements:

- 1. Students must be in one of the eligible FCC programs**
- 2. Students must have a minimum 2.0 grade point average**
- 3. Students must be approaching their last 15 credits in their college program**
- 4. Students must satisfy 25% residence requirement**

Verification of Internship Eligibility

The Internship & Apprenticeship Coordinator will verify each student's internship eligibility prior to scheduling his/her internship orientation session. Students must meet all of the eligibility requirements before they will be permitted to register for the INTR course. If you have any questions about student internship eligibility, please contact the Internship & Apprenticeship Coordinator, at 301-624-2724.

Internship as an Optional Elective

Students who are not required to complete an internship for their program but are interested in enrolling in an internship as an optional elective are encouraged to meet with their Academic Advisor prior to registering. Because INTR courses may not always transfer to other colleges and universities, it is important that students consider the potential impact of completing a credit internship on their career and transfer goals.

Non-Credit Internships

Students who do not meet the eligibility requirements described above are encouraged to contact FCC Career Services (301-624-2795) for more information on non-credit internship opportunities.

Internship Course Overview

Students pursuing an internship for academic credit at FCC are required to enroll in one of three sections of the **INTR** credit course (INTR101, INTR102, or INTR103) according to their college program requirements. The INTR101 course offers one academic credit, while INTR102 offers two credits, and INTR103 offers three credits. Eligible students may register for INTR101, INTR102, and INTR103 in person at the FCC Records and Registration Center or online, after completing a required internship orientation session and submitting a fully signed copy of the FCC Memorandum of Understanding to the FCC Internship & Apprenticeship Coordinator (or their Faculty Internship Advisor if they are enrolled in Emergency Management program).

| CREDIT/ HOUR REQUIREMENTS | | | |
|----------------------------------|----------------|---------------------------|---|
| Course Number | Credits | Hours Per Semester | Approximate Hours Per Week (Based on 15-week semester) |
| INTR101 | 1 | 45 | 3 |
| INTR102 | 2 | 90 | 6 |
| INTR103 | 3 | 135 | 9 |

NOTE: Hours Per Week: Approximate Hours Per Week is based on a 15-week schedule and to be used as a general guide only. Students can arrange their own weekly internship schedules with approval of the Worksite Supervisor and Faculty Internship Advisor.

The minimum number of internship hours a student is required to complete is determined by the section of the INTR course for which he/she is registered. The chart provided above lists the minimum number of internship hours that students must complete for INTR101, INTR102 and INTR103 by the end of the academic semester or session (ex: 15-week, 13-week, 10-week, etc.) for which they are registered.

Makeup of Missed Internship Hours

Students are required to complete the minimum number of internship hours required for their INTR course by the end of the academic semester or session. Any time missed to due illness or absence **MUST** be made up. Unlike some other FCC courses, students enrolled in INTR courses are not allowed a certain number of absences.

Internship Placements

FCC students are responsible for arranging their own internships, however, there are several resources available to assist them with this process. These resources include the following:

Faculty Internship Advisors

Faculty Internship Advisors can serve as an important resource for potential internship leads.

FCC Career Services

FCC Career Services, offers job search assistance and career counseling to FCC students. Students can also access job and internship listings available through College Central Network, the online website link is: <https://www.collegecentral.com/frederick/> .

Internship Roles

Throughout the internship process, Faculty Internship Advisors, Program Managers, Internship Employers, and the Internship & Apprenticeship Coordinator collaborate to ensure that each student's internship experience is valuable and productive. Listed below are descriptions of the tasks and responsibilities associated with each person's role in the Internship Program.

Program Manager or Faculty Internship Advisor

- Approves student's placement in a specific internship experience.
- Assigns a Faculty Internship Advisor to the student (if needed).
- Signs the FCC Memorandum of Understanding (MOU) form.
- Meets with the student intern at the beginning, one-third of the way into the internship, half-way through the internship, and near the close of the internship experience, as well as other times as requested or needed.
- Monitors the student intern's progress in the internship.
- Addresses concerns of the student and employer.
- Reviews student's internship assignments (Learning Outcomes, Weekly Log of Work Activities, Summary Project, and Internship Performance Appraisal form) and determines his/her final grade.

Employer

- Makes interest known in finding interns.
- Determines if an internship is paid or unpaid.
- Considers all qualified students.
- Coordinates with the Faculty Internship Advisor about placement, assigned work activities, and learning experiences.

- Signs the FCC Memorandum of Understanding (MOU) form.
- Provides meaningful work assignments that complement the student's college program.
- Assists student with identifying skills and knowledge they should be able to demonstrate by the end of the internship.
- Provides student with an orientation to the work setting and tasks.
- Educates student beyond their assigned tasks, including knowledge of the industry, the organization, work processes, and issues affecting the business, such as labor, health, government regulation, and community.
- Evaluates the student's performance at least twice – informally in the middle and formally at the end of the internship by completing the Internship Performance Appraisal Form.
- Responsible for any personnel matters related to the student's volunteer or paid employment.
- Notifies Faculty Internship Advisor of problems or personnel actions which affect the student.
- Provides safe and healthful working conditions.
- Agrees to hold FCC harmless of any injury, illness, or damages resulting directly or indirectly from the student's internship activities.

Student Intern

- Identifies and secures the organization providing the internship (may be assisted by the Program Manager, Faculty Internship Advisor, or Career Services).
- Signs and return the FCC Memorandum of Understanding Form to the Internship & Apprenticeship Coordinator.
- Registers for college credit after accepting internship employment.
- Coordinates with the Faculty Internship Advisor and the Worksite Supervisor to identify and establish specific work performance and learning objectives.
- Continues enrollment in an approved certificate or degree program at FCC while participating in a college approved internship.
- Maintains a minimum 2.0 grade point average during the internship.
- Completes Weekly Log of Work Activities Form and submits it to their Faculty Internship Advisor each week.
- Demonstrates responsibility, dedication, enthusiasm, and maturity.
- Learns how to do assigned work tasks, as well as learn about the organization, its work processes, and the general industry.
- Meets with Faculty Internship Advisor at the beginning, one-third of the way into the internship, half-way, and near the close of the internship, as well as other times as requested or needed.
- Submits a Final Summary Project, Weekly Log of Work Activities Forms, and all required assignments to the Faculty Internship Advisor.

Internship & Apprenticeship Coordinator

- Publicizes and answers questions about the FCC Internship Program.
- Determines the student's eligibility for an internship.

- Evaluates and changes the program based on assessments by employers, Faculty Internship Advisors, Program Managers, students, etc.

Internship Orientation

Orientation for Students Enrolled in Culinary Arts & Hospitality, Emergency Management, Human Services, and Paralegal Programs

Students pursuing degrees or certificates in **Culinary Arts & Hospitality, Emergency Management, Human Services,** and **Paralegal** are required to contact an advisor in their specific academic departments for orientation and advising prior to registering for the internship. These academic departments require students to complete additional requirements before registering for INTR courses.

The chart below indicates the contact information for the Faculty Internship Advisors in each of these academic programs:

| Program | Faculty Internship Advisor/ Program Manager |
|--|---|
| Culinary Arts & Hospitality Management | Elizabeth DeRose Program Manager 301-846-2404 ederose@frederick.edu |
| Emergency Management | Sam Lombardo Academic Program Manager, Emergency Management 240-629-7952 slombardo@frederick.edu |
| Human Services | Natalie Bowers Program Manager, Human Services 301-846-2696 nbowers@frederick.edu |
| Paralegal | Dr. Tracy Parker Faculty Internship Advisor 301-624-2819 tparker@frederick.edu |

Students in All Other Eligible FCC Programs

Before registering for an INTR course, students in all other eligible FCC programs are required to contact the Internship & Apprenticeship Coordinator at 301-624-2724 to schedule an internship orientation session. The Internship & Apprenticeship Coordinator will verify the student's internship eligibility prior to scheduling the orientation session.

During the internship orientation session, the Internship & Apprenticeship Coordinator will provide students with a copy of the Internship Program Student Workbook, and review the following:

- ✓ Policies and procedures
- ✓ Roles and expectations
- ✓ Memorandum of Understanding Form
- ✓ Internship assignments
- ✓ Registration procedures and deadlines
- ✓ Online Internship Application
- ✓ Internship Program website.

Registration Process

STEP 1: Attend a required one-on-one internship orientation session with the Internship & Apprenticeship Coordinator.

STEP 2: Return the signed **Memorandum of Understanding** to the Internship & Apprenticeship Coordinator for final signature.

STEP 3: The Internship & Apprenticeship Coordinator will grant the student permission to register for the INTR course online using PeopleSoft or by registering in person at the Records and Registration Office. All standard FCC tuition and fees will apply, and students must follow all registration and financial aid deadlines established by the college.

Tasks / Assignments

Faculty Internship Advisors are responsible for reviewing and grading students' required internship assignments. The internship assignments are presented in the "Tasks / Assignments" section of the Internship Program Student Workbook.

Tasks / Assignments Overview

The homework assignments are at the center of a student's internship experience and assists them in achieving their goals for the internship, as well as in their future careers. The assignments contains the following components:

Assignment 1 – Learning Outcomes

A. Core Learning Outcomes

The Core Learning Outcomes are predetermined goals which must be achieved by student interns enrolled in all academic programs. All student interns are responsible for demonstrating their achievement of these outcomes.

B. Specific Learning Outcomes

The Specific Learning Outcomes are goals that relate specifically to the student's academic program and are designed specifically for his or her internship assignment. The student should collaborate with his/her Faculty Internship Advisor and Worksite Supervisor to develop the Specific Learning Outcomes prior to beginning the internship.

Once the Specific Learning Outcomes have been developed, students should list them in the Learning Contract. The completed Learning Contract should be signed by the student, the Worksite Supervisor, and the Faculty Internship Advisor.

Assignment 2 - Weekly Log of Work Activities

Throughout the internship, students are expected to complete and submit copies of the Weekly Log of Work Activities Form to their Faculty Internship Advisor. Students must submit one form for each week they are working in the internship.

Assignment 3 - Summary Project

Students are required to submit a Summary Project at the end of their internship. The student must either complete the Summary Project as described, or an alternative project assigned by the Faculty Internship Advisor. In the Summary Project the student will be asked to do the following:

- ✓ Present detailed evidence of his/her achievement of the Core Learning Outcomes and the Specific Learning Outcomes
- ✓ Evaluate his/her internship experience

The standard Summary Project is a 5-8 page paper, although students are encouraged to include copies of products they have produced or contributed to during their internship. The Summary Project will be used by the Faculty Internship Advisor to assess the extent to which the student has demonstrated achievement of the Core and Specific Learning Outcomes. Faculty Internship Advisors may suggest alternative formats for the Summary Project.

Assignment 4 – Performance Appraisals

Near the end of the internship, students are required to download and provide a copy of the Internship Performance Appraisal and Employer Satisfaction Survey Form (designed for their specific academic program) to their Worksite Supervisors. Once the worksite supervisor has completed the form, he/she is asked to sign it and review with the student. Students are responsible for returning the fully signed form to their Faculty Internship Advisors at the end of the academic session.

The Internship Performance Appraisal and Employer Satisfaction Survey Form can be downloaded and printed from the Internship Program website at <http://www.frederick.edu/current-students/internship-program/evaluation.aspx>.

Internship Grading & Attendance Reporting

Attendance Reports

FCC requires that all instructors submit attendance reports for their students near the beginning of each academic semester or session. Faculty Internship Advisors are required to submit attendance reports for all students enrolled in INTR courses by the attendance reporting deadlines set by the College. The Internship & Apprenticeship Coordinator contacts the Faculty Internship Advisors to confirm whether students have been attending their internships and submits the attendance reports in PeopleSoft.

Final Grades

At the end of each academic semester or session, Faculty Internship Advisors are required to submit final grades for the students they have advised in the Internship Program. Final grades should be submitted to the Internship & Apprenticeship Coordinator via email by the deadlines established by the College. Final grade deadlines are published in the FCC Academic Calendar and Credit Schedule of Classes.

The “Faculty Advisor Evaluation and Grade Sheet” should be completed by Faculty Internship Advisors during the grading process.

The Internship & Apprenticeship Coordinator will contact the Faculty Internship Advisors in advance of the final grade deadlines to request students’ final INTR grades via email. Once the students’ final grades are received, the Internship & Apprenticeship Coordinator will submit them in PeopleSoft by the deadlines established for each academic semester or session.

Incomplete (‘I’) Grades

In the case of extenuating circumstances, Faculty Internship Advisors may award an incomplete (‘I’) grade to a student, which will provide him/her with additional time to complete the internship requirements. The ‘I’ grade is issued only to students whose work has been satisfactory, but due to circumstances beyond their control, have not completed all of the course requirements at the time of grading.

Students who receive an ‘I’ grade must complete their course requirements within the time prescribed by their instructors, but no later than:

- 1) Eight (8) weeks following the fall or spring semesters
- 2) Four (4) weeks following the summer term
- 3) Two (2) weeks following the J-Term

If the faculty internship advisor has not changed the incomplete grade by these allotted time frames, the grade will automatically change to an ‘F’ grade on the student’s transcript. In the case of extreme hardship preventing a student from completing the internship requirements, he/she may request additional time from the Faculty Internship Advisor. If the request for additional time is denied by the faculty member, the student may submit an appeal to the appropriate Associate Vice President.

For more information on the incomplete grade option, please see the FCC Academic Standards Policy and Procedures (Effective: June 6, 2016 – 2016 Catalog Year) at <http://www.frederick.edu/jobs-hr/policies-and-procedures/policyproceduredocuments/academic-standards-bot-approved-021716.aspx>.

Grade Change Requests

Grade change requests for INTR courses should be submitted to the Internship & Apprenticeship Coordinator. The Internship & Apprenticeship Coordinator will complete a Grade Change Request Form and submit it to the Registrar for processing. The Registrar will enter the grade change in PeopleSoft and notify the student.

Faculty Internship Advisor Stipends

Most Faculty Internship Advisors are eligible to receive a stipend payment at the end of each semester. Stipend payments are issued once students' final grades and evaluation forms have been submitted. The stipend is paid as a flat rate on a "per student, per semester" basis.

Questions regarding stipend payments should be directed to the Internship & Apprenticeship Coordinator, at 301-624-2724.

Internship Records

Student Internship Assignments

Faculty Internship Advisors are required to maintain records of students' graded internship assignments (in accordance with FCC recordkeeping guidelines), as well as copies of students' completed workbooks.

MOU Forms

Copies of students' signed Memorandum of Understanding Forms are kept on file in the Internship Office. Faculty Internship Advisors who work with student interns in the Emergency Management and Human Services programs are required to submit copies of students' MOU forms to the Internship & Apprenticeship Coordinator by the end of each semester or session.

Frequently Asked Questions

Internship Registration

Q: What should I do if the student intern I am advising withdraws/stops attending his/her internship?

Please contact the Internship & Apprenticeship Coordinator at 301-624-2724 if the student intern you are advising drops or withdraws from his/her INTR course. Students who wish to drop an INTR course are subject to the College's official add/drop and withdrawal deadlines.

Q: Can students apply hours worked in a previous academic session/semester to their minimum internship hour requirements?

Students can only apply internship hours completed with an employer once that employer has signed the FCC Memorandum of Understanding Form. Internship hours/volunteer hours completed with an employer prior to the time the MOU is signed may not be applied toward a student's minimum internship hour requirements. Students are expected to complete their internship hours within the semester or session in which they enroll in the INTR course.

Q: Can a student intern switch to a different version of the INTR course after they have already registered?

Students enrolled in the Internship Program must follow the registration procedures established by the College. Once the drop/add deadline has passed for the academic semester or session, students may not switch to a different version of the INTR course (ex: from INTR101 to INTR102).

Internship Placements

Q: Does FCC place students in internships?

Although students are responsible for arranging their own internships, there are many resources available to assist them with locating potential internship sites, such as the FCC Career Services (301-624-2795), the Internship & Apprenticeship Coordinator (who maintains a list of available internship opportunities), and their Faculty Internship Advisors.

Q: Can student interns be paid?

The primary purpose of an internship is to learn and gain new experience. Most internships are unpaid, however if an employer offers to pay the student, that arrangement is between the student and employer.

Q: What should I do if I learn about a potential internship opportunity?

If you become aware of a potential internship opportunity for FCC students, feel free to contact the Internship & Apprenticeship Coordinator, at 301-624-2724. The Internship & Apprenticeship Coordinator will contact the prospective internship employer to orient them to the internship program and request a job description for review. The job description is submitted to the appropriate Program Manager for review.

Q: Are students required to apply for internships?

Yes. Students are expected to apply for internship opportunities just as they would for a regular position. Some employers may require students to submit a cover letter, resume, or complete additional

steps, such as a company employment application or background check, during the internship application process.

Q: Can a student intern at his/her current place of employment?

Yes, as long as the student can demonstrate that additional, enhanced duties and/or knowledge will be gained during the internship experience and the Faculty Internship Advisor approves. Academic credit will NOT be awarded to a student intern who is performing work tasks/duties that he/she has performed in the past.

Q: Can students apply freelance work toward their internship requirements?

No. Students may not apply freelance work toward their internship requirements (or be self-employed). They must complete their internship with an employer who can assign them to a Worksite Supervisor.

Q: Can a student complete his/her internship with more than one employer?

Students who are pursuing academic credit for their internships may only complete their internship with one employer that signs the Memorandum of Understanding Form. Students may, however, complete their internship hours at multiple locations or sites overseen by the same employer.

Q: What resources are available to assist students with finding internship sites?

Although FCC students are responsible for arranging their own internships, there are several resources available to assist them with this process. The Internship & Apprenticeship Coordinator maintains a list of internship opportunities offered by local employers and can provide leads to students. In addition, students can view job and internship listings posted on College Central Network (the FCC Career Services online site). Students can set up their own College Central Network account by visiting the following link: <https://www.collegecentral.com/frederick/>. Furthermore, the student's Program Manager or Faculty Internship Advisor may also be able to provide internship leads, as well as the FCC Career Services (301-624-2795).

Q: Can students intern at a company/organization that is located outside of Frederick County?

Yes. Students may complete their internship outside of Frederick County.

Q: Do the Faculty Internship Advisor and Worksite Supervisor need to be separate individuals?

Yes. The faculty Internship Advisor and Worksite Supervisor fulfill different roles in the internship process and must be separate individuals.

Internship Requirements

Q: What if the student is late or misses work at their internship (due to illness, etc.)?

Students who are absent from their internship must notify their Worksite Supervisor as soon as possible and make arrangements to make up any hours missed by the end of the academic semester or session. Student interns are not allowed a certain number of absences and must complete the minimum number of internship hours required for their INTR course.

Q: What if a student is unable to complete his/her minimum required internship hours by the end of the academic semester or session?

If the Faculty Internship Advisor approves, the student can be issued an 'I' (incomplete) grade at the end of the academic semester or session, which will provide him/her with additional time to complete their internship hours and assignments. If the student receiving the "I" grade does not complete his/her

required internship hours and assignments during the additional time allotted, the final grade will automatically change to an 'F' on their transcript.

Q: Can students work over their minimum required internship hours?

Yes. Students may work more than the minimum required hours for their INTR course.

Q: Can students begin their internships early?

According to the FCC Registration and Records Office, students may begin completing their internship hours early, as long as the bulk of their hours are completed within the timeframe of the scheduled academic session for which they are registered.

Q: Are internships offered throughout the entire year?

Students may complete internships in the Fall, Spring, and Summer semesters. It is generally not recommended that students complete internships in the J-Term (due to the short timeframe). Please contact the Internship & Apprenticeship Coordinator at 301-624-2724 if you have any questions about internship registration.

Q: Do students need to work a standard number of hours at their internship site each week?

As long as the Program Manager or Faculty Internship Advisors approves, students do not need to work a standard number of hours each week, as long as they complete their required number of internship hours by the end of the semester or academic session.

Forms

All forms can you access via the Internship Program website: <https://www.frederick.edu/current-students/internship-program.aspx>.

