



Internship Education Employer Handbook

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Welcome and Introduction

Thank you for your interest in the FCC Internship Education Program! The purpose of Internship Education is to combine classroom learning with employment in a position relating to a student's chosen field of study. Internships provide learning experiences not available in the classroom setting, as well as opportunities to explore career paths, acquire entry-level career experience, and develop workplace competencies that employers value when hiring new employees.

By hosting student interns, you play a vital role in the student learning process. We appreciate all you do to support our students during their internship experiences, and we hope you will find this handbook a helpful tool for navigating the internship process.

What is an internship?

An internship is a planned work experience that provides an opportunity for students to gain entry-level career competencies in a field directly related to his or her area of college study. Internships offer students an opportunity to apply the knowledge they have gained in the classroom in the workplace, earn academic credit, and gain valuable resume-building experience.

Employer Benefits

Internships also offer employers a wide range of benefits, including the following:

- Additional assistance with work tasks
- An opportunity to give back to the community by developing a student for the next generation of your profession
- An opportunity to try out a potential future employee for your company/organization
- An opportunity to build a partnership with FCC Career Programs, which educates current and prospective employees and improve courses and degree programs as a result of offering your feedback

Eligibility Requirements

Employers may offer internships for students enrolled in one of the following programs:

- American Sign Language
- Architectural Computer Aided Design
- Audio Production
- Bioprocessing Technology
- Building Trades
- Business Management
- Computer Graphics
- Computer Studies
- Construction Management and Supervision
- Criminal Justice
- Culinary Arts and Supervision
- Cybersecurity
- Digital Media Design/TV Production
- Early Childhood Development
- Emergency Management
- Fitness/Personal Trainer
- Health and Exercise Sciences
- Human Services: Gerontology
- Human Services: Addictions
- Information Technology Option I: Information Technology Specialist
- Information Technology Option II: Network Engineer
- Medical Assistant
- Paralegal

Employers that wish to offer an internship in a program area not listed above may contact the FCC Career and Transfer Center at 301-846-2594 for information on posting internship opportunities for students not seeking academic credit.

How Employers Find Interns

Employers identify prospective FCC interns by one of the following means:

- Send an internship job description (along with contact information) to Kristi Waters, FCC Internship Coordinator via email at kwaters@frederick.edu. The internship job description should be similar in format to those used for permanent employment and must include an overall description of the job opportunity, as well as specific duties and tasks to be performed in the internship (please see Sample Internship Job Description in Appendix A). Once your job description has been received, it will be distributed to the appropriate FCC Program Manager for review. If you have any questions about submitting an internship job description, please contact Kristi Waters at 301-624-2724.
- In addition, employers may also post their internship/job opportunity on FCC's online Career Center website by visiting the following link: <http://www.collegecentral.com/frederick/>. To register and set up additional features, please contact the FCC Career and Transfer Center at 301-846-2594.

Roles in the FCC Internship Program

Employer

- Makes interest known in finding interns
- Determines if internship is paid or unpaid
- Considers all qualified students
- Coordinates with the faculty internship advisor about placement, assigned work activities, and learning experiences
- Signs FCC's Memorandum of Understanding form (Please see sample MOU form in Appendix B)
- Provides meaningful work assignments that complement the student's college program
- Assists students to identify skills and knowledge they should be able to demonstrate by end of the internship
- Provides students with an orientation to the work setting and tasks
- Educates students 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 student's performance at least twice -- informally in the middle and formally at the end of the internship (by completing the Employer Evaluation Form). Please see Sample Employer Evaluation Form in Appendix D.
- Responsible for any personnel matters related to the student's volunteering 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 for any injury, illness, or damages resulting directly or indirectly from the student's internship activities

Student Intern

- Identifies the organization providing the internship; may be assisted by the FCC Program Manager
- Coordinates with the FCC program manager and the employer to identify and write specific work performance and learning objectives
- Registers for college credit after accepting internship employment
- Signs FCC's Memorandum of Understanding form
- 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 internship
- Completes Weekly Log of Work Activities form and submits it to their Faculty Advisor each week
- Demonstrates responsibility, dedication, enthusiasm, and maturity
- Learns how to do assigned work tasks as well as learning about the organization, its work processes, and the general industry
- Meets with Faculty Advisor one-third of the way into the internship, half-way, and near the close of the internship experience, as well as other times as requested or needed
- Submits a final Summary Project and Weekly Logs of Work Activities to Faculty Advisor

***For more information about Student Intern responsibilities, please see Appendix C.**

FCC Program Manager

- Determines student's eligibility for an internship
- Screens and matches qualified students for referral to employers with internship opportunities
- Provides employers with appropriate information on student applicants, upon written authorization by student
- Approves student's placement in a specific internship experience
- Signs FCC's Memorandum of Understanding form
- Assigns a Faculty Internship Advisor to the student

Faculty Internship Advisor

- Meets with student intern at the beginning, one-third of the way into the internship, half-way, and near the close of the internship experience, as well as other times as requested or needed
- Monitors student's progress in the internship
- Addresses concerns of student and employer
- Reviews student's final Employer Evaluation, student's Weekly Logs of Work Activities, and Summary Project and then determines the his or her final grade

Internship Program Coordinator

- Publicizes and answers questions about FCC's Internship Education Program
- Sets FCC policy and procedures for the program
- Evaluates and changes the program based on assessments by employers, faculty advisors, program managers, students, etc.

Frequently Asked Questions by Internship Employers

Q: Do I need to pay a student intern?

A: The employer decides whether an intern is paid or not. Internships at FCC are considered an integral part of certain college programs; therefore, internships are required or offered to students as an educational experience. Students learn by doing and their work should benefit employers. Employers are expected to educate interns beyond just supervision. Some employers find that offering pay is an enticement to prospective interns.

Q: Do I treat the intern as a student or employee?

A: The answer is both. Employers should expect interns to accept and perform work, work every assigned day, be on time, and follow other requirements of employees. Employers should also expect interns to ask many questions and seek opportunities to learn beyond their assigned duties. For example, employers invite interns to meetings or arrange job shadowing so they can learn about the organization, its work processes, and the general industry.

Q: Who do I contact at FCC if there is a problem?

- **Recruiting issues:** Contact Kristi Waters, FCC's Internship Coordinator at 301-624-2724.
- **Issues pertaining to an intern:** Contact the intern's Faculty Advisor; if unknown, contact Kristi Waters, FCC's Internship Coordinator at 301-624-2724.

Q: Am I expected to hire the intern after graduation?

Employers have no obligation to hire interns. Your primary obligation is to further develop a student's skills and provide opportunities for gaining experience that complement the student's college program. Some employers benefit from internships by being able to evaluate potential employees first-hand. Many interns are of course interested in employment after graduation.

Please contact Kristi Waters, Internship Coordinator, at 301-624-2724 or kwaters@frederick.edu if you have additional questions.

Appendix A

Sample Internship Job Description

Position Title: Marketing/Business Management Intern

Company Description: Our company mission is to provide effective and useful intelligence built on accurate data and sound analysis. We offer services that have helped our clients win new business!

Description: Company is seeking motivated college students who are interested in working with our company throughout the year. Our company is growing and the interns we would like to add to our team will get exposure and involvement with a variety of business management/administrative duties, including budgeting, financial reporting, project management, marketing and public relations, developing and revising new operating procedures, and information management.

Qualifications:

An intern with government solicitation process experience is preferred, but not required.

Responsibilities:

Administrative:

- Answering the phone, transferring calls, and taking messages
- Collecting the mail, opening and distributing mail in office
- Greeting guests/clients in office with a welcoming and helpful demeanor
- General file management, creating project folders, and file organization
- Scanning documents into the computer and emailing them to the recipient, and printing/shredding documents
- Customer information management by utilizing our database to enter client, project, and account data

Marketing:

- Preparing and mailing postcards and business capability packets to clients and potential clients
- Creating, preparing, and printing mailing labels

Research:

- Secondary research on supplied topics
- Market research

Company Information:

Company name, contact information, description, etc.

How to Apply:

Please forward your cover letter and résumé to **company email address**.



**Appendix B
FCC Memorandum of Understanding**

MEMORANDUM OF UNDERSTANDING

I. Introduction

This Agreement establishes a basis for mutual understanding between _____ (Employer) and Frederick Community College (the College) in the implementation of the Internship Education concept, recognizing its benefits to the Student, Employer, and College as joint partners in this relationship.

II. Objective of Internship Education

Internship Education is an academic concept designed to strengthen a student's learning experience by integrating on-campus studies with closely related work experience.

III. Responsibilities

The College, Employer and Student interact to ensure that the academic and work experience goals of Internship Education are achieved to the mutual benefit and satisfaction of all parties.

A. The College agrees to:

1. Aggressively screen and match qualified students for referral to work experience opportunities identified by the cooperating employer.
2. Provide qualified students with access to Internship work experience and opportunities.
3. Provide employers with appropriate personal and academic information on qualified student applicants, upon written authorization by the student.
4. Facilitate and coordinate the interview process as a service to both the student and employer.
5. Award credit to participating students who have met the academic requirements of their program.
6. Inform students and employers of any actions which affect student-employer relations.

B. The Employer agrees to:

1. Inform the College's Office of Internship Education of all work experience opportunities which have Internship Education potential.
2. Consider for employment all qualified students prescreened and recommended by the College's Office of Internship Education.
3. Participate with the College's faculty supervisor in the coordination of the student's work experience activities and scheduling.
4. Provide the student with an orientation to the work setting upon initiation of each new internship work experience, as appropriate.
5. Provide the student with meaningful work assignments which, within the confines of employer needs and time-tables, will enhance and complement the student's academic program at the College.
6. Assist the student in the development of specific learning objectives which coincide with the student's career goals and academic programs.

7. Provide students to the extent possible, an overview of all applicable aspects of the industry including organization and management structure, technical and production processes, and major industry, labor, health, environmental, and community issues impacting the business.
8. Evaluate the student's work performance at least once during each internship work experience period. Discuss the evaluation with the student and complete the internship evaluation forms.
9. Handle all personnel processing matters related to the student's employment.
10. Notify the College of any personnel actions taken which may affect the student's standing in Internship Education.
11. Whenever possible, pay the student a wage or salary commensurate with the student's responsibilities, education, experience level and career field.
12. Provide safe and healthful working conditions for the student and hold the College harmless for any injury, illness or damages resulting directly or indirectly from the student's employment activities.
13. Encourage the student to complete his or her academic program at the College.

C. *The Student agrees to:*

1. Enroll in the appropriate Internship Education course, for at least one semester, upon accepting employment in a college-approved Internship Education placement.
2. Attend the initial internship orientation meeting.
3. Continue enrollment in an approved certificate or degree program at the College while participating in a college-approved internship work experience placement.
4. Maintain a minimum Grade Point Average of 2.0 while participating in an internship work experience placement.
5. Identify and write specific work performance and learning objectives relating the internship work experience to his/her academic studies, for each semester enrolled in an internship education course.
6. Keep a Weekly Log of work activities and submit it to the faculty supervisor at mid-term and prior to finals.
7. Participate in activities designed to provide an overview of all applicable aspects of the industry.
8. Prepare a final five to eight page paper summarizing the work experience, or an alternative project approved by your Faculty Internship Advisor.
9. Participate in the student/employer evaluation process.
10. Turn in workbook and all other assignments to the faculty supervisor.
11. Approach responsibility to the employer and College with dedication, enthusiasm, and maturity.

IV. Permanent Employment

Neither the employer nor the student is bound by this agreement to offer or accept permanent employment, although this is often the outcome of an Internship Education relationship. Internship Education placements are not intended to displace current full-time permanent employees of the employer.

V. Equal Employment Opportunity Statement

Frederick Community College prohibits discrimination against any person on the basis of age, ancestry, citizenship status, color, creed, ethnicity, gender identity and expression, genetic information, marital status, mental or physical disability, national origin, race, religious affiliation, sex, sexual orientation, or veteran status in its activities, admissions, educational programs, and employment.

VI. Waiver of Liability Statement

Frederick Community College does not provide liability insurance coverage for Internship Education Students. If liability insurance coverage is required by the participating business it is the responsibility of the student to provide documentation of coverage.

1. _____(business name, please print) hereby agrees to hold Frederick Community College harmless and free from any loss, claim, liability, or damage arising out of the Internship Education Program pertaining to any and all actions undertaken by _____(student name, please print) while participating in the Internship Education Program.

2. _____(student name, please print) hereby agrees to hold Frederick Community College harmless and free from any loss, claim, liability or damage arising out of participation in the Internship Education Program.

I certify that I have read, understood and have received a copy of this Memorandum of Understanding.

Employer Representative Date

Faculty Internship Advisor Date

Student Date

Internship Education Program Coordinator Date

**Appendix C
FCC Internship Course Syllabus Information**

Internship Education Program Advisor Information:

Internship Coordinator	
Name: Kristi Waters	Office: B218
Office phone: 301-624-2724	E-mail: kwaters@frederick.edu
Campus Mailbox: 335	

Faculty Internship Advisor Information:

Internship Faculty Advisor is assigned by Program Manager or Department Chair.

Course Information:

Credits: Per chart below	Last Day to drop: N/A
Prerequisites: Consent of Internship Coordinator and Program Manager.	Co-requisites: N/A
Meeting Days(s): TBD	Meeting Time(s): TBD

CREDIT/HOUR REQUIREMENTS			
Course Number	Credits	Hours Per Semester	Hours Per Week
INTR 101	1	45	3
INTR 102	2	90	6
INTR 103	3	135	9

Course Description:

Provides the student with an opportunity to gain knowledge and skills from a planned work experience in the student's chosen career field. In addition to meeting Core Learning Outcomes, jointly developed Specific Learning Outcomes are selected and evaluated by the Faculty Internship Advisor, Work-site Supervisor, and the student. Internship placements are directly related to the student's program of study and provide learning experiences not available in the classroom setting. Internships provide entry-level, career-related experience, and workplace competencies that employer's value when hiring new employees. Internships may also be used as an opportunity to explore career fields. Students must meet with the Internship Education Coordinator prior to registering.

Eligibility requirements for Internship Education:

1. Students must be in an eligible FCC program.
2. Students must have a minimum 2.0 grade point average.
3. Students must be approaching their last 15 credits in their college program

Additional Requirements:

1. Students must schedule an orientation with the Internship Education Coordinator and meet with their Faculty Internship Advisor to determine eligibility and discuss internship work-site opportunities.
2. Students must complete the Student Online Application for Internship Education **prior to the start of their internship experience.**

3. The student, Work-site Supervisor, Faculty Internship Advisor, and the Internship Education Coordinator must sign the Memorandum of Understanding (MOU) between the employer, student and college. **The signed MOU must be submitted to the Internship Program Coordinator prior to the start of the internship experience.**
4. Some programs may have additional requirements that must be met to be eligible for placement in internship work-sites.

Course Requirements:

1. Complete all assignments in the Internship Education Student Workbook.
2. Achieve the Core Learning Outcomes.
3. Meet the Specific Program Outcomes.
4. Students must remain at the internship work-site placement for the agreed upon period for which they are registered. If there are significant changes in the work schedule, in the job expectations, or the working conditions, students are required to contact their Faculty Internship Advisor.

If a student has questions or concerns about the requirements for the course, they should contact either their Faculty Internship Advisor or Internship Education Coordinator.

If a student encounters problems or situations on the job that they are unable to handle, the Internship Education Coordinator and/or Faculty Internship Advisor should be contacted immediately.

The purpose of the Internship Education Program is to provide each student practical experience in a standard work environment. The Internship Education Coordinator and Faculty Internship Advisor will assist students in making the job a valuable and productive experience. Success in this job will help ensure development of skills necessary for a lasting and rewarding career in the future.

General Guidelines:

The student will work closely with the Program Manager, and Faculty Internship Advisor to seek out appropriate experiences and develop job seeking skills as part of the internship education experience.

With permission of the Program Manager, a job currently held by a student might be used as the work assignment. Students must be able to prove that additional, enhanced duties and/or knowledge will be gained during the internship experience. Credit will not be awarded for performance of routine tasks for which the student was responsible prior to the internship semester.

Core Learning Outcomes:

As a result of the internship experience students will be able to:

1. Apply appropriate workplace behaviors in a professional setting.
2. Demonstrate content knowledge appropriate to job assignment.
3. Exhibit evidence of increased content knowledge gained through practical experience.
4. Describe the nature and function of the organization in which the internship experience takes place.
5. Explain how the internship placement site fits into their broader career field.
6. Evaluate the internship experience in terms of their personal, educational and career needs.

Additional Outcomes:

Specific Learning Outcomes will be determined jointly with the student's Faculty Internship Advisor and Work-site Supervisor. Specific Learning Outcomes are linked individually to the Core Learning Outcomes and must describe the tasks that the student will perform and learn on the job. They must state specifically

what the student will be able to do at the end of the work experience as a result of the internship placement.

Some outcomes will represent reinforcement activities. They will provide the opportunity to perform and to reinforce familiar skills in the student's new working environment. Others will represent activities which are unfamiliar and which will provide opportunities to acquire new sets of skills.

Instructional Methods:

N/A

Text(s) for Course:

Internship Education Student Workbook

Evaluation Methods:

METHOD(S) OF EVALUATION				
	Faculty Advisor	Work-Site Supervisor	Student	Percent of Grade
Work Place Competencies		X		20%
Workbook Log	X			10%
Demonstrate Learning Outcomes	X	X		60%
Student Evaluation			X	10%

The standard A, B, C, D, F, I grading format will be used to assign the final grade. The grade is determined by the Faculty Internship Advisor, who will confer with the student and Work-Site Supervisor. The grade will be based on a combination of job performance assessments and related assignments in accordance with the format described above.

Progress Report:

The Faculty Internship Advisor meets with the student at the one-third point of the experience, the halfway point of the experience, at the close of the experience, and at other times as requested or needed to assess student progress towards meeting the course Core Learning Outcomes and Specific Learning Outcomes.

Attendance Policy:

Students are required to report to work on time and according to the requirements of the student's individualized work schedule. Students are expected to conform to all attendance policies established by the employer and must notify the Faculty Internship Advisor in the event of absence from work. When the employer is open for business on college holidays, the student is expected to report to work as scheduled.

Students receive college credit for an internship based on the total number of hours worked as agreed upon before the work experience begins. Individual work schedules are established by agreement of the student, Work-Site Supervisor, and Faculty Internship Advisor.

**Appendix D
Sample Employer Evaluation Form**

**Part I
Student Preparation and Workplace Behavior**

Student _____ **Date** _____

Place of Employment _____

Supervisor _____ **Title** _____

	Outstanding	Very Good	Average	Marginal	Unsatisfactory	Comments
Personal Qualities						
Responsibility						
Self-Management						
Punctuality						
Dependability						
Appropriate Professional Appearance						
Integrity and Honesty						
Job Related Preparation						
Ability to Relate Content Knowledge to Work Related Tasks						
Interpersonal						
Participates as a Team Member						
Teaches Others New Skills						
Serves Clients and Customers						
Exercises Leadership						
Information						
Acquires and Evaluates Information						
Interprets and Communicates Information						
Uses Computers to Process Information						
Technology						
Selects Technology						
Applies Technology to Tasks						
Maintains Equipment and Troubleshoots						
Thinking Skills						
Creative Thinking						
Decision Making						
Problem Solving						
Knowing How to Learn						

**Part II
Employer Evaluation - Paralegal**

Student

Date

Place of Employment

Supervisor

Title

Employer: Please evaluate your *Internship Education Student* based on the Program Learning Objectives for the Paralegal Career Program.

Program Learning Objectives	Outstanding	Very Good	Average	Marginal	Unsatisfactory	N/A	Comments
Program Learning Objective 1 Student has the ability to comprehend and apply basic legal concepts and fundamental principles of law.							
Program Learning Objective 2 Student is able to recognize a legal dispute, gather facts, and perform legal analysis.							
Program Learning Objective 3 Student has the skills necessary to conduct client interviews and prepare witnesses and evidence for presentation at legal proceedings.							
Program Learning Objective 4 Student has the ability to perform legal research and utilize techniques of legal writing in the preparation of legal documents.							
Program Learning Objective 5 Student comprehends the responsibilities and ethical obligations of the legal profession.							

Part III
Assessment of Student's Personal Learning Objectives

For each Student Specific Learning Objective, please write a statement regarding the student's achievement of that objective. The statement should focus on how the student demonstrated achievements of the objective. You may then rate the achievement of each objective, and the student's overall performance.

	Outstanding	Very Good	Average	Marginal	Unsatisfactory
Objective 1:					
Objective 2:					
Objective 3:					
Objective 4:					
STUDENT'S OVERALL PERFORMANCE:					

Supervisor's Signature

Date

Student's Signature

Date