

Internship Education Program Student Workbook

STUDENT NAME:	 	
STUDENT MAJOR:	 	
FACULTY ADVISOR:		
EMPLOYER CONTACT:	 	
EMPLOYER PHONE:		

Contact Information:

Kristi Waters
Internship Coordinator
Braddock Hall, Room B218
(301) 624-2724
kwaters@frederick.edu

FREDERICK COMMUNITY COLLEGE INTERNSHIP EDUCATION PROGRAM CHECKLIST

Step 1. Visit the Internship Education Program Office - Room B218

	Meet with your Faculty Internship Advisor to discuss expectations and the course syllabus.
	Schedule an orientation to go over the workbook assignments and necessary paperwork.
	Identify your place of employment for the internship.
	Complete the Online Student Application by going to www.frederick.edu , click on the "Internship Program" link at the bottom of the page, click on "Forms and Documents" and then click on "Online Student Application." Must be completed prior to registering for the internship credits .
	Complete the Memorandum of Understanding (MOU) Agreement and take to your employer for signature. Must be returned to the Internship Education Program office (B218) for final signature just prior to registering for INTR-101, INTR-102 or INTR-103.
	Return MOU with student's signature, Faculty Advisor's signature and employer's signature to Internship Education office, (B218).
	Upon receipt of the MOU, the Internship Education Coordinator will then sign a registration form for the student to register and pay for 1, 2 or 3 internship credits in the Welcome and Registration Center located in J-building. Please note: This is the only course that you cannot register for online.
	p 2. Meet with Faculty Internship Advisor and Work-site Supervisor and entire Internship Education Workbook to become familiar with the syllabus and assignments.
	Develop 4 objectives in completing Part C of The Learning Plan, Part II – Specific Learning Outcomes Worksheets for approval from your Faculty Internship Advisor and your Work-site Supervisor.
<u>Ste</u>	p 3. Throughout your internship experience:
	Keep up to date with Part E, Weekly Log of Work Activities.
	Meet with your Faculty Internship Advisor at the one-third point of the experience, the halfway point of the experience, and at the close of the experience, and at other times as requested or needed.
	Periodically assess your progress in achieving: ✓ Specific Learning Objectives ✓ Core Learning Outcomes
<u>Ste</u>	p 4. At the conclusion of your internship experience:
	Complete your final internship assignment, Part G, Summary Project.
	Give Parts I, II and III, Employer Evaluation Forms to your Work-site Supervisor to fill out and review with you. The completed forms are then given to your Faculty Internship Advisor and will serve as part of your grade.
	Turn in all required paperwork/completed assignments to your Faculty Internship Advisor: ✓ Student Workbook
	✓ Weekly Logs of Work Activities✓ Final Internship Assignment/Summary Project
	✓ Completed Parts I, II and III Work-site Supervisor Evaluation Forms

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^{*}Note: For downloadable forms specific to your major please go to the Internship Program link on the Frederick Community College website at: $\frac{\text{http://www.frederick.edu/current-students/internship-program.aspx}}{\text{http://www.frederick.edu/current-students/internship-program.aspx}}$

FREDERICK COMMUNITY COLLEGE

INTERNSHIP EDUCATION PROGRAM STUDENT WORKBOOK

WELCOME AND INTRODUCTION

Welcome to your Internship experience!

FCC's Internship Education Coordinator and your Faculty Internship Advisor welcome you to the Internship Education Program at Frederick Community College.

You are about to begin a semester in which you will have an opportunity to:

- 1. Apply classroom knowledge in the workplace.
- 2. Learn new skills in your chosen career field.
- 3. Make a positive step forward in your career path.
- 4. Gain valuable resume-building experience.

As you work and learn this semester, FCC's Internship Education Program Coordinator and your Faculty Internship Advisor are prepared to help you make your Internship experience a successful one. You are expected to arrange meetings with your Faculty Internship Advisor at the one-third point and the halfway point of the semester, and at the close of the semester. Your Faculty Internship Advisor will also make arrangements to visit you at your work-site.

You are encouraged to contact your Faculty Internship Advisor or the appropriate Internship Education Program Advisor with questions or needs for assistance.

Purposes of the Student Workbook

This Internship Education Workbook will assist you in:

- 1. Developing a plan for your Internship learning experiences.
- 2. Recording and reflecting on your work experiences.
- 3. Completing your summary Internship project.

Your Internship Education Workbook will also assist your Work-site Supervisor and Faculty Internship Advisor in evaluating your learning and workplace competencies.

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FREDERICK COMMUNITY COLLEGE INTERNSHIP COURSE SYLLABUS

Internship Education Program Advisor Information:

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

Associate Vice President for Academic Affairs & Dean of Career Programs			
Name: Dr. Alanka Brown	Office: B219		
Office phone: 301-624-2724	E-mail: albrown@frederick.edu		
Campus Mailbox: 23			

Building Trades Program	
Name: Chuck LoSchiavo	Office: FCC Monroe Center
Instructional Specialist, Building Trades	200 Monroe Ave
	Frederick, MD 21701
Office phone: 240-629-7902	E-mail: CLoSchiavo@frederick.edu
Campus Mailbox: Courier	

Emergency Management Program			
Name: Kathy Francis	Office: E-112		
Director of Emergency Management Programs			
Office phone: 240-629-7804	E-mail: kfrancis@frederick.edu		
Campus Mailbox: 30			

Human Services	
Name: Natalie Bowers	Office: H-233
Program Manager, Human Services	
Office phone: 301-846-2696	E-mail: <u>nbowers@frederick.edu</u>
Campus Mailbox: 256	

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	Co-requisites: N/A
and Program Manager.	
Meeting Days(s): TBD	Meeting Time(s): TBD

CREDIT/HOUR REQUIREMENTS					
Course Number Credits Hours Per Semester Hours Per Weel					
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:
115 a result of the internship	experience students will be uble 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:

Evaluation Pictions					
METHOD(S) OF EVALUATION					
	Faculty	Work-Site	Student	Percent of	
	Advisor	Supervisor		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.

THE LEARNING PLAN PART I

Description

The Learning Plan is at the center of your Internship experience. It will assist you in achieving your goals for the semester as well in your future career. The Learning Plan contains the following components: (Each component will be explained in detail in the next section).

A. Core Learning Outcomes and Specific Learning Outcomes

1. <u>Core Learning Outcomes</u>

These are goals found in the Internship syllabus; all students are responsible for demonstrating their achievement of these outcomes.

2. Specific Learning Outcomes

These are objectives that are specific to your Internship assignment. You and your Work-Site Supervisor will design these objectives in the first week of the semester, and the objectives will be approved by your Faculty Internship Advisor.

B. Activity Log

The activity log will enable you to list your work activities and reflect on their importance to your learning. You will review your activity log when you meet with your Faculty Internship Advisor.

C. Summary Project

In the Summary Project, you will:

- Present detailed evidence of your achievement of the Core Learning Outcomes and the Specific Learning Outcomes.
- Evaluate your Internship experience.

The format for the Summary Project will be a 5-8 page paper; although you are encouraged to include copies or facsimiles of products you have produced or contributed to. The Summary Project will be used to assist in evaluating the extent to which you have demonstrated achievement of the Core Learning Outcomes and Specific Learning Outcomes. Your Faculty Internship Advisor may suggest alternative formats for the Summary Project.

D. Evaluation

Evaluation of your progress in a work and learning situation is an important element in your career growth. Evaluation will help you build on your strengths. It will also help you to identify areas for improvement.

Your Work-Site Supervisor and your Faculty Internship Advisor will evaluate your progress. You will assess your progress in your Summary Project. You will also evaluate the extent to which the Internship experience has met your work experience and learning outcomes.

THE LEARNING PLAN PART II

A. CORE LEARNING OUTCOMES AND SPECIFIC LEARNING OUTCOMES

Students are responsible for:

- An awareness of the Internship Core Learning Outcomes
- Evaluating achievement of the Core Learning Outcomes

How will achievement of the Core Learning Outcomes be addressed and demonstrated?

- ♦ In the Specific Learning Outcomes
- ◆ In the Activity Log
- ♦ In the Summary Project
- In the Evaluation

1. The Core Learning Outcomes for this Internship Experience are:

a. Apply appropriate workplace behaviors in a professional setting.

Appropriate workplace behaviors include:

- ♦ Punctuality
- ♦ Dependability
- ♦ Team work
- Effective interpersonal relationships
- ♦ Initiative
- ♦ Problem solving
- Critical thinking
- Appropriate professional appearance
- b. Demonstrate content knowledge appropriate to job assignment

Are you able to apply what you have learned in the classroom to your Internship assignment?

c. <u>Describe the nature and function of the organization in which the Internship experience takes place.</u>

How is the organization structured to meet its goals? Can you describe the functions of each aspect of the organization?

d. Explain how the Internship placement site fits into the broader career field.

For example: If your Internship placement is with an accounting firm, how does the work at that site fit into the broader fields of accounting and business?

Can you also describe all aspects of the industry type, business or public sector field that you are planning to enter? Your description should focus on how your placement site incorporates or deals with each of the following aspects:

• <u>Planning</u> - various forms of ownership, including Internships and worker ownership, and the relationship of the industry to economic, political, and social context.

- <u>Management</u> methods typically used to manage enterprises over time, methods for expanding and diversifying workers' tasks, and broadening worker involvement in decisions.
- <u>Finance</u> ongoing accounting and financial decisions, and different methods for raising capital to start or expand enterprises.
- ♦ <u>Technical and Production Skills</u> specific production techniques, alternative methods for organizing the production work, including methods, which diversify and rotate workers' jobs.
- <u>Underlying Principles of Technology</u> integrated study across the curriculum of the mathematical, scientific, social, and economic principles that underlie the technology.
- ♦ <u>Labor Issues</u> worker rights and responsibilities, labor unions and labor history, and methods for expanding workers' roles.
- <u>Community Issues</u> the impact of the enterprise and the industry on the community, and the community's impact on and involvement with the enterprise.
- <u>Health, Safety, and Environmental Issues</u> in relation to both the workers and the larger community.
- e. <u>Evaluate the Internship experience in terms of personal, education, and career</u> needs.

How has your Internship assignment fit in with your current and future personal, education, and career needs?

2. What are Specific Learning Outcomes?

Specific Learning Outcomes are a set of statements that you create that clearly and precisely describe what you intend to accomplish during your Internship placement.

Why have learning outcomes in the Internship program?

Internship Education is part of FCC's academic curriculum, linked to specific program majors. Academic credit is earned, not for working, but for application of learning and new learning that takes place as a result of working. Learning outcomes establish performance targets and assist you in evaluating achievement.

How do I develop and write my own learning outcomes?

Start by carefully reviewing your Internship job with your Work Site Supervisor, identifying areas in which you can:

- ◆ Gain new skills
- ♦ Increase your knowledge
- Improve your attitudes or behaviors

It is important that you:

- Make your objectives as specific as possible and avoid broad general statements.
- ◆ Confine your objectives to those which can be accomplished during a single semester.

Each learning objective should contain four kinds of information:

- 1. A statement of what you expect to achieve through your work experience.
- 2. An indication of the level of achievement which you expect to obtain. A clear statement of expected level of achievement reduces the effect of personal opinion and provides the basis for an objective evaluation.
- 3. Identification of the method of evaluation to be used, for example, "as judged by my supervisor."
- 4. A connection to the Core Learning Outcomes.

Note: A description of job duties does not constitute a learning objective. Each learning objective must indicate some <u>definite change</u> that will occur during this semester as a <u>result of your work</u>.

B. SAMPLE LEARNING OUTCOMES

Below are some examples of job-related learning objectives. In the first column, you will see an "Internship Job Function". In the second column, the Internship Job Function is converted to a learning objective that meets the four requirements described on the previous page.

INTERNSHIP JOB FUNCTION	LEARNING OUTCOMES
Process accounts payable transactions using a voucher system, creating approval for cash disbursement.	By the end of the semester I will process 40 accounts payable transactions on a daily basis. This will be evaluated by my supervisor daily and during the last week of my Internship experience by reviewing the completed vouchers. This is connected to Core Learning Outcomes 1, 2, and 3.
Pass various instruments to another person.	By the end of the semester, I will use a safe and decisive manner in "slapping" the following five instruments in the palm of another student or instructor: scalpel, clamp, scissors, tissue forceps, and retractor. This will be evaluated by my supervisor. This connects to Core Learning Outcomes 1, 2, and 3.
Construct and operate databases.	By the end of the semester, I will have created a database that will allow users to access materials from the Catoctin Center for Regional Studies. The database will be evaluated by my Internship Work-Site Supervisor. This connects to Core Learning Outcomes 1, 2, and 3.

C. SPECIFIC LEARNING OUTCOMES WORKSHEETS

For each objective, be sure that the result will extend your knowledge and experience. Include in each objective: Result you intend to accomplish. How your progress will be evaluated. Which Core Learning Outcomes are directly connected. As you work on your objectives, review them with your Work-Site Supervisor. Objective 1 Result you intend to accomplish. How your progress will be evaluated. Which Core Learning Outcomes are directly connected?

Worksheet for developing your specific learning outcomes*

SPECIFIC LEARNING OUTCOMES

Worksheet for Developing Your Specific Learning Outcomes*		
	Objective 2	
Result you intend to accomplish.		
How your progress will be evaluated.		
The straight of the straight o		
Which Core Learning Outcomes are directly		
connected?		

SPECIFIC LEARNING OUTCOMES

Worksheet for Developing Your Specific Learning Outcomes*		
	Objective 3	
Result you intend to accomplish.	,	
,		
How your progress will be evaluated.		
Which Core Learning Outcomes are directly		
connected?		

SPECIFIC LEARNING OUTCOMES

Worksheet for Developing Your Specific Learning Outcomes*		
	Objective 4	
Result you intend to accomplish.		
How your progress will be evaluated.		
Which Core Learning Outcomes are directly		
connected?		

D. LEARNING CONTRACT – SPECIFIC LEARNING OUTCOMES

FOR	(SEMESTER)	(YEAR)	
OBJECTIVE 1:	,	, ,	
OBJECTIVE 2:			
OBJECTIVE 3:			
OBJECTIVE 4:			
<u>Signatures:</u>			
Student Signature	Da	ate	
Work Site Supervisor Signature	D	Date	
Faculty Internship Advisor	D	Pate	

^{*}Note: This form is available online at: http://www.frederick.edu/current-students/internship-program.aspx

E. ACTIVITY LOG INSTRUCTIONS

- 1. Use form provided online at: http://www.frederick.edu/current-students/internship-program.aspx
- 2. Note your work activities as soon as possible after they occur.
- 3. Be sure to include your comments, reactions, and notes.
- 4. E-mail a copy of your Weekly Log of Work Activities to your Faculty Internship Advisor each week.
- 5. Review your up-to-date Activity Log at each meeting with your Faculty Internship Advisor.

Keeping track of your on-the-job experiences will help you to:

- Assess your progress in meeting Core Learning Outcomes and Specific Learning Outcomes.
- Address areas of accomplishment or concern with your Faculty Internship Advisor and your Work-Site Supervisor.
- Gather information that will help you complete your Summary Project.

	dent Name	Ser	mester	
Internship Work Site Placement		Jo	Job Title	
	Work Activities			
	ember to include your comments, reflections and notes.			
ate	Activity	New	Routin	
			-	
			_	
Reviev	w Core Learning Outcomes and Specific Learning Outcomes and describ	<u>e how your work co</u>	nnects to	
hese	goals.			
omm	ents, Reflections and Notes.			

G. Summary Project Instructions

For your Summary Project you will:

- 1. Develop and write a paper between 5 8 pages; (or an alternative project approved by your Faculty Internship Advisor
- 2. The paper will be an example of your work and will demonstrate what you have learned as a result of your Internship placement. The paper should be:
 - Attractively and accurately word-processed.
 - Presented in a visually appealing format.
 - ➤ Include work samples, if appropriate.

Use the following format in developing your Summary Project:

- 1. Review each of your **Specific** Learning Outcomes and:
 - Assess progress toward achievement; demonstrating clearly how you have achieved each objective.
 - Assess the degree of difficulty in achieving each objective.
 - ♦ How would you have changed the objectives?
 - ♦ Would you have made them easier or more difficult?
 - ♦ What have you learned about setting work and learning outcomes?
- 2. Review each of the Internship <u>Core</u> Learning Outcomes and:
 - Assess progress toward achievement; demonstrating clearly how you have achieved each outcome.
- 3. Evaluate your Internship site placement:
 - > To what extent did the site placement meet your needs for experience and learning?
 - > To what extent did your preparation at FCC prepare you for the work you did at your site placement?

Submit your completed paper to your Faculty Internship Advisor on the agreed upon date.

ROLES AND RESPONSIBILITIES

H. Employer Evaluation and Faculty Evaluation

Introduction

Your Internship experience will result in two kinds of evaluation:

- 1. Employer: Your supervisor will evaluate your performance in terms of workplace behaviors and the extent to which you achieve your Specific Learning Outcomes.
- 2. Faculty: Your Faculty Internship Advisor will assess the extent to which you have achieved the Core Learning Outcomes and the Specific Learning Outcomes and will assign a final grade.

Employer Evaluation forms for specific programs are available online at: http://www.frederick.edu/current-students/internship-program/evaluation.aspx

You are responsible for making sure that your employer completes the forms, and you are also responsible for returning the forms to your Faculty Internship Advisor with your workbook and Summary Project.

I. Note to Employer

<u>To the Employer:</u> Thank you for working with your FCC Internship student this semester. Please use the three (3) evaluation forms listed below to evaluate the student's preparation and performance. You may compare the student with others of comparable ability and experience, with other personnel assigned to the same or similar jobs, or with company standards. There are three parts of the evaluation:

Part I – Student Preparation and Workplace Behavior

Part II - Student Evaluation by Employer

Part III - Assessment of Student's Personal Learning Objectives

When you have completed the evaluation, please review it with the student and give it to the student to return to the Faculty Internship Advisor.

To download the three evaluation forms please go to:

- 1. www.frederick.edu
- 2. Click: Internship Program (at the bottom of the page)
- 3. Click: Forms & Documents
- 4. Click: Evaluation of Student by Employers (Please choose your specific program name to access the forms). Please visit the following link to download the forms: http://www.frederick.edu/current-students/internship-program.aspx

FACULTY ADVISOR EVALUATION AND GRADE SHEET

Were the objectives written and discussed within the appropriate time frame?			
(Please circle) YE	S NO	If "No" please explain.	
,			
Were the weekly los	s maintained pr	operly and turned in at mid-semester and prior to exam we	ek?
(Please circle) YES		If "No" please explain.	civ.
(Flease Circle) IL.	S NO	п по рівазе вхріані.	
=1 10 10 10 10 10			
Please list date(s) of	work-site visit(s):	
5:1 . 11 :11 11	1 1	: 2 VEC NO	
Did you talk with the	•		
What type of feedba	ack did you recei	ve from the employer regarding the student's work experie	nce, the
Internship Education	n Program, etc.?		
	,		
Return date of comp	oleted workbook	, weekly log and summary	
project:		,	
Dat	·	Faculty Internation Advisor Initial	
	.e	Faculty Internship Advisor, Initial	
Comments:			
FINAI			
FINAL			
FINAL GRADE:		Faculty Internship Advisor, Signature	rate