

Business Internship

Application Checklist for Students

1-2-3

I'M READY TO DO AN INTERNSHIP THROUGH BUS061
HERE'S WHAT YOU NEED TO DO IN 3 STEPS

The purpose of the academic business internship is to:

- Facilitate motivated students in a meaningful career experience, once which they have identified and secured an internship
- Enhance the academic concepts and theories studied in the classroom, as specified by creating a learning outcome(s) between student and employer, approved by the school.
- In turn, the academic business internship will enhance subsequent career opportunities!
- An internship can be taken for P/NP credit in BUS061 during Fall, Spring, or Summer.
- Students register for 1-4 units. For each one unit, the student works 60 hours unpaid, or 75 paid, at the internship during the term; the class BUS061 is online through Blackboard and requires only periodic summaries of your progress as an intern
- The academic credit goes on your permanent transcript, enhancing your credibility

STEP 1: FIND AN INTERNSHIP. Planning is key to any internship

The student plans the internship in advance. The student should find and secure an internship prior to the start of the term in which they want to register. (*see where to look for an internship below)

STEP 2: REGISTER FOR CLASS

Register for BUS061

STEP 3: TURN IN APPLICATION PACKET TO BLACKBOARD.

The first day after you register you will need to turn in to the BLACKBOARD for the class the following documents from the Student Internship Handbook (attached). If the following are not turned in within 3 days of registering you can be dropped from the class.

- Handbook Document A: **Supervisor Site Proposal / Student Learning Objectives**
Supervisor form that indicates you have found an internship, and a supervisor
 - Including a written Learning Objective (one LO for each unit registered for)
- Handbook Documents B: Confirmation of Placement Form
- Handbook Documents C: **Student Assumption of Risk, Liability Waiver, and Release form**
- Handbook Document D: Form acknowledging that you have:
(1) Read the student handbook, & (2) Have given the employer handbook to the employer

HOW TO FIND AN INTERNSHIP

Students are responsible for seeking and securing internships for themselves. There are lots of ways you can get started looking. Remember this is an investment in you, in your learning, in your career options and potential future employment; so invest in you and start now on finding an internship that suits your interests.

The student plans the internship in advance. The student should find and secure an internship prior to the start of the term in which they want to register. Here are some ideas for where to look

Option one: Find an internship through Fullerton College's FCC Career Connect.

To access FCCareerConnect, please follow these steps:

- Log on to MyGateway at <https://mg.nocccd.edu>
- Click on the "Student" tab at the top of the page
- Scroll down to the "Student Links" section
- Search for the FCCareerConnect link and click
- Complete your profile on FCCareerConnect
- Now you can search for Internships under jobs
- Questions about the site, email Jennifer Merchant tjmerchant@fullcoll.edu.

Option Two: Do an internship search on your own: Ideas of where to look:

- Identify companies you might want to work. Consider sending an introduction letter along with your resume. Give the company credible reasons to hire you as an intern.
- LinkedIn.com is a great way to connect with professionals and companies you might be interested in working. They also have job listings too.
- Start talking to your personal network of family and friends about opportunities
- Internships.com; OCIternship.com; Oconestop.com; Indeed.com; Monster.com; Careerbuilder.com; Job.com; Simplyhired.com; Us.jobs; Glassdoor.com
- Keep a log of your efforts and follow up within a few days to any place you have sent a resume and job inquiry.
-

FACULTY INTERNSHIP DIRECTOR

Professor Courtney Jane - cjane@fullcoll.edu - 714-992-7209

DOCUMENT A:

Supervisor Site Proposal / Student Learning Objectives

To be filled out by both the employer and prospective intern. Complete and submit this form to: cjane@fullcoll.edu

This MUST be submitted in order to proceed with the internship class.

STUDENT CONTACT INFO (while on internship):

Student Name: _____ Student ID #: _____

Home Address: _____ City: _____ State: _____ Zip: _____

Cell Phone: _____ E-Mail: _____

Major: _____ Semester/Year: _____ Credit Hours: _____

COMPANY CONTACT INFO:

Company Name: _____ Supervisor: _____

Street Address: _____ City: _____ State: _____ Zip: _____

Supervisor's Phone #: _____ Supervisor's E-Mail: _____

POSITION INFORMATION: Internship Job Title / Job Description (including key duties):

Start Date: _____ End Date: _____ Hours per Week: _____

Learning Objectives:

****Please attach a learning objective to this form

Internship learning objectives help the student identify what he/she is learning throughout the internship experience by connecting competencies to specific projects or tasks

Learning objectives should be written by the intern in conjunction with his/her supervisor and should be specific to the student's field, or more general skill sets he/she wants to enhance. It's important to make sure the learning objectives are measureable and achievable.

Develop one learning objective per unit of internship class registering for. I understand that I must submit a minimum of 1 approved learning objectives per unit.

Signature of Student: _____ Date: _____

Signature of Employer/Site Supervisor: _____ Date: _____

Signature of Internship Coordinator: _____ Date: _____

Student Learning Objectives

What are they?

Internship learning objectives help the student identify what he/she is learning throughout the internship experience by connecting competencies to specific projects or tasks. Although many internships completed for academic credit require the student to identify key skills he/she will be gaining throughout the experience, it is recommended that all interns identify key skills. Learning objectives also provide supervisors with concrete examples for evaluation purposes, both midway through the internship as well as at the conclusion of the experience.

How do you write them?

Learning objectives should be written by the intern in conjunction with his/her supervisor. The student should identify four key elements they hope to learn while completing their internship. These skills can be specific to the student's field, or more general skill sets he/she wants to enhance. It's important to make sure the learning objectives are measureable and achievable.

Once the learning objectives are identified, the supervisor can help the student pinpoint the projects or work assignments that will help achieve the student's objectives. Keep in mind that the learning objectives are not all about the student and should align with goals of the organization/department.

Note for returning interns: New learning opportunities must be determined by the student each semester. Returning students should be better able to analyze assignments to determine the challenge of newer, more specific learning objectives because they have deeper insights into the work environment and the opportunities therein.

Qualities:

1. Typed and double-spaced
2. Give evidence of thought and analysis of the work site and assignments
3. The objectives are stated in specifics, not in broad generalizations
4. Your paper should show the same degree of professionalism you seek to display to your supervisor while carrying out your responsibilities on the job. It must be correctly spelled and punctuated, neat, clear, concise, and adequately developed
5. Goal setting is essential to gaining control of the learning process. In learning to identify objectives, you can then direct your experiences to accomplish more specific ends. Self-direction and self-evaluation are the means for professional development

Criteria:

1. A learning objective is a statement which describes a result, or outcome, you wish to accomplish while on the internship assignment. It is not a statement of what one will do, but a statement of what one hopes to learn while doing tasks assigned
2. Be as specific as possible about the learning goal. Describe the experiences in which you expect to be exposed to which you hope will result in the specified learning objective
3. Match your learning objectives to your desired skill sets within your academic major

Categories:

1. Knowledge to be acquired
2. Skills to be developed (intellectual and functional)
3. Problems to be solved
4. Values to be clarified

Good Examples of Learning Objective Statements

- Learn procedures for organizing and cataloguing contesting items for promotional giveaways
- Gain knowledge regarding overall sales procedures from finding prospects to closing the sale by observing and accompanying sales staff on calls
- Learn proper etiquette in responding to vendors, contract holders, and phone conversations while working in the hospital
- To gain experience in responding to media requests with accurate information by writing news releases, pitches, etc.
- To increase my business presentation and public speaking skills by being put in situations that require me to present to a room of 10+ people
- Gain more knowledge about that happens behind the scenes of a major sports venue during a high pressure situation, such as the NBA finals
- Become familiar with the different types of mortgages offered by Quicken Loans, including different components and benefits/disadvantages
- Further expand on my knowledge of cash reconciliation and workforce statistics through every day job activities
- Inquire about the auditing process and how to trace original entries back to their supporting documents in order to prove the amounts shown on the balance sheet
- Acquire knowledge regarding server maintenance by helping the network administrator document the process
- Gain hands-on experience in upgrading hardware components by working with the technicians on network client computers
- Learn to deal professionally with customers and use conflict management techniques by handling customer and employee complaints
- Input, transmit, and review all confirmations received for purchase orders placed
- Learn how to effectively read the Key Performance Indicators when analyzing the profit or loss situation for the store, as well as create a goal and action plan to fix or continue the current financial behavior
- Learn and enhance coding documentation practices for applications
- Learn how to more fully integrate PHP CSS and SQL within the development of mobile application
- Acquire knowledge and experience developing Web Application using Java
- To fully understand the Asset Management software and how to maintain licensing and compliance practices
- Learn and practice effective communication skills while providing professional and friendly service to business customers
- Gain hands on experience with problem solving and critical thinking skills to resolve customers' issues in a timely fashion

DOCUMENT B:
Confirmation of Placement Form

Responsibilities of Student:

1. Be enrolled in a Fullerton College/Cypress College/SCE program closely related to the position for which he/she is being considered.
2. Be and remain in good academic standing with the College.
3. Work at least 75 paid hours or 60 unpaid hours for each 1 credit-hour internship class after internship placement is confirmed and accept that additional hours may be required to meet the objectives as outlined in the work plan.
4. Agree that a family member MAY NOT be an immediate supervisor or mentor.
5. Submit all academic work when due and successfully complete all required assignments in order to receive College credit.
6. Notify the Fullerton College/Cypress College/SCE Internship Coordinator immediately if any problems arise with the internship.
7. Submit monthly reports for the hours completed the week prior.

By signing this document, I am certifying that:

1. I am 18 years of age or older.
2. I am voluntarily agreeing to participate in the North Orange County Community College District Internship Program.
3. I have earned at least a CUMULATIVE 2.0 GPA.
4. I recognize inherent dangers exist and assume any and all risks associated with my internship position at _____, including transportation to, from, and during my internship.
5. I will inform my Department Representative of any dangers, risks, or problems that arise at my internship site.
6. I accept these responsibilities and risks of participating in a North Orange County Community College District Internship experience.

Signature of Student: _____

Date: _____

DOCUMENT C:

Student Assumption of Risk, Liability Waiver, and Release form

Student's Name _____ College _____

Course: _____ Class Number _____

By the signature below, the undersigned acknowledges that participation in the North Orange County Community College Internship Program ("Activity") is voluntary. I certify that I am over the age of eighteen years and acknowledge that there may be risks associated with my participation in this Activity, such as serious physical or psychological injury, pain, suffering, illness, disfigurement, temporary or permanent disability, or economic loss. These injuries may arise from my own or other's actions, inactions, or negligence, or the condition of the Activity location (s) or facility (ies). Nonetheless, I assume all risks of my participation in this Activity, whether known or unknown to me, including travel to and from the Activity or any events incidental to this Activity.

In consideration for being allowed to participate in this Activity, I knowingly and intentionally release from liability and waive my right to sue North Orange County Community College District, its employees, officers, volunteers and agents (collectively "District") from any and all claims, resulting in any physical injury, illness (including death) or economic loss I may suffer or which may result from my participation in this Activity, travel to and from the Activity, or any events incidental to this Activity.

I hereby acknowledge and understand that the District is not providing transportation to classes or job sites and that it is my responsibility to arrange for my transportation. As the District is not providing the transportation, I further understand the District is in no way responsible, nor does the District assume liability, for any injury or loss which may result from my transportation.

I specifically acknowledge that in performing these activities, I am doing so in the status of an intern at the organization that I choose, and not as an employee, or agent of Fullerton College/Cypress College/SCE/District. I further waive any and all claims which may arise from such intern activities, and hold Fullerton College, Cypress College, SCE, and District harmless from any of my negligent acts or the negligent acts of others.

Executed this ____ day of _____, 20__ on behalf of myself, my heirs, devisees, legatees and estate.

Student—Legal Printed Name: _____

Signature: _____

Emergency Contact Person: _____

Phone Number: _____

DOCUMENT D:
Handbook acknowledgement

I acknowledge that I have read the Student Handbook for a Business Internship

Student—Legal Printed Name: _____

Signature: _____

I acknowledge that I have given my internship employer a copy of the employer handbook for Business Internship

Student—Legal Printed Name: _____

Signature: _____



**NORTH ORANGE COUNTY
COMMUNITY COLLEGE DISTRICT**

Greatness. Achieved.

CYPRESS COLLEGE *Minds. Motivated.*

SCHOOL OF CONTINUING EDUCATION *Change. Cultivated.*

FULLERTON COLLEGE *Excellence. Elevated.*

Business Internship Program

STUDENT HANDBOOK



Introduction

An Internship is a work experience characterized by intentional learning. During this experience, the student assumes a responsible role in an organization and actively reflects on what he or she is observing and learning. It is important that the student make the link between academic preparation and the world of work.

Planning is key to any internship. The student plans the internship in advance, and then collaborates with a faculty sponsor and a site supervisor, who also monitor and evaluate the student's work. Students register their internships for academic credit and submit learning objectives which relate the practical experience to academic work.

Three important elements distinguish an internship from a short-term job or volunteer work: the academic background which the intern brings to the practical experience, active reflection during the internship, and learning outcomes which demonstrate the learning accomplished as it relates to the student's academic discipline.

Since a successful internship requires an agreement on the objectives, nature of the work, and outcomes among the three parties involved - the student, the site supervisor and the faculty sponsor - it is essential that careful planning precede the direct experience: a learning contract is the best way to achieve this agreement in advance.

Internships can take place in a variety of settings, from corporations. Some students receive remuneration, some do not.

The following pages are a guide for students, faculty members, and site supervisors who are involved in internships through Fullerton College/Cypress College. They are intended to help you understand policies, roles and expectations, and to assist you in the planning process. We hope, as a result, your internship experience is positive

Student Guidelines and Criteria

All students must meet the following criteria in order to participate in a credit-granting internship opportunity:

- Attend an Internship Orientation
- Be currently enrolled at Fullerton College/Cypress College/SCE, and enroll in an appropriate internship class
- Identified the major or certificate you intend to pursue
- Completed at least two courses in your major
- Maintain at least a cumulative 2.0 GPA
- Maintain a good behavioral standing with Fullerton College/Cypress College while on internship
- Internship must be in a supervised setting
- Complete and submit enrollment forms and follow procedures prior to beginning your internship
- Work the total number hours required for your enrolled units
- Turn in time sheets signed by your site supervisor/employer
- Complete all assignments and submit them on time to your faculty sponsor.
- Notify Internship office of any changes in job, supervision, address, phone number, or email
- Understand that past work experience DOES NOT qualify for internship credit

- Agree that a family member may not be an immediate supervisor of student while on internship
- Agree that the opportunity for completing a future internship will be lost if a commitment to an employer is made and then broken by the student
- Internship experience must be in your major
- Please note that although Fullerton College/Cypress College/SCE faculty and staff will assist you in finding an internship site, we do not assign Internship work sites

Faculty Member Guidelines

The faculty advisor is the instructor for the learning experience. The advisor assists the intern in the formulation of attainable, measureable, learning outcomes. Additionally, faculty members must meet with students (either in person or online) to discuss their progress toward completing the learning objectives and written assignments.

Checklist for Faculty Advisors

The following checklist highlights the necessary steps for faculty supervision of a student intern.

Step 1: Faculty Advisor Expectations: Agree to serve as a faculty supervisor for a student during the course of his or her internship.

Step 2: Networking: When possible, help the intern in the search for opportunities. But, it is ultimately the student's responsibility to find the internship.

Step 3: Student Learning Outcomes: Work with the student to develop the Internship Learning Outcome(s)

Step 4: Communication: Maintain appropriate contact with the intern and site supervisor throughout the duration of the internship. Initiate a phone call to the student intern and site supervisor sometime during the first ten days of the semester/summer session to establish contact and communication.

Step 7: Evaluation: Meet with the student intern at the end of the internship to review the student's work and to provide closure to the process.

Step 8: Final Grades: Verify student enrollment, evaluate student performance, review the employer/site supervisor evaluation, determine if credit should be granted and submit a final letter grade.

North Orange County Community College District Internship Program

Mid-term Employer Evaluation of Student Form

Student: _____ Date: _____

Student Major: _____

Organization: _____

Evaluator: _____

1 Poor (Never demonstrates this ability/does not meet expectations)

2 Unsatisfactory (Seldom demonstrates this ability/rarely meets expectations)

3 Fair (Sometimes demonstrates this ability/meets expectations)

4 Satisfactory (Usually demonstrates this ability/sometimes exceeds expectations)

5 Exceptional (Always demonstrates this ability/consistently exceeds expectations)

(If any criteria are not applicable to this internship experience, please leave the response blank.)

A. Ability to Learn

- | | |
|--|-----------|
| 1. Asks pertinent and purposeful questions | 1 2 3 4 5 |
| 2. Seeks out and utilizes appropriate resources | 1 2 3 4 5 |
| 3. Accepts responsibility for mistakes and learns from experiences | 1 2 3 4 5 |

B. Reading/Writing/Computation Skills

- | | |
|--|-----------|
| 1. Reads/comprehends/follows written materials | 1 2 3 4 5 |
| 2. Communicates ideas and concepts clearly in writing | 1 2 3 4 5 |
| 3. Works with mathematical procedures appropriate to the job | 1 2 3 4 5 |

C. Listening & Oral Communication Skills

- | | |
|---|-----------|
| 1. Listens to others in an active and attentive manner | 1 2 3 4 5 |
| 2. Effectively participates in meetings or group settings | 1 2 3 4 5 |
| 3. Demonstrates effective verbal communication skills | 1 2 3 4 5 |

D. Creative Thinking & Problem Solving Skills

- | | |
|--|-----------|
| 1. Breaks down complex tasks/problems into manageable pieces | 1 2 3 4 5 |
| 2. Brainstorms/develops options and ideas | 1 2 3 4 5 |
| 3. Demonstrates an analytical capacity | 1 2 3 4 5 |

E. Professional & Career Development Skills

- | | |
|---|-----------|
| 1. Exhibits self-motivated approach to work | 1 2 3 4 5 |
| 2. Demonstrates ability to set appropriate priorities/goals | 1 2 3 4 5 |
| 3. Exhibits professional behavior and attitude | 1 2 3 4 5 |

F. Interpersonal & Teamwork Skills

- | | |
|---|-----------|
| 1. Manages and resolves conflict in an effective manner | 1 2 3 4 5 |
| 2. Supports and contributes to a team atmosphere | 1 2 3 4 5 |
| 3. Demonstrates assertive but appropriate behavior | 1 2 3 4 5 |

G. Organizational Effectiveness Skills

- 1. Seeks to understand and support the organization’s mission/goals 1 2 3 4 5
- 2. Fits in with the norms and expectations of the organization 1 2 3 4 5
- 3. Works within appropriate authority and decision-making channels 1 2 3 4 5

H. Basic Work Habits

- 1. Reports to work as scheduled and on-time 1 2 3 4 5
- 2. Exhibits a positive and constructive attitude 1 2 3 4 5
- 3. Dress and appearance are appropriate for this organization 1 2 3 4 5

I. Character Attributes

- 1. Brings a sense of values and integrity to the job 1 2 3 4 5
- 2. Behaves in an ethical manner 1 2 3 4 5
- 3. Respects the diversity (religious/cultural/ethnic) of co-workers 1 2 3 4 5

J. Open Category: Industry-Specific Skills

Are there any skills or competencies that you feel are important to the profession or career-field (represented by your organization) that have not been previously listed in this evaluation? If so, please list these skills below and assess the intern accordingly.

K. Comments:

L. Overall Performance (if I were to rate the intern at the present time) 1 2 3 4 5

M. Total Number of Hours Intern Worked Up to This Point: _____

This assessment must be reviewed with the intern.

Date of review: (Month/Day/Year): _____.

Intern Signature: _____ Date: _____

Evaluator’s Signature: _____ Date: _____

Title/Position: _____

Telephone: _____

E-mail Address _____

North Orange County Community College District Internship Program

Final Employer Evaluation of Student Form

Student: _____ Date: _____

Student Major: _____

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