

# Muskegon Community College Internship Manual

## INTRODUCTION

Muskegon Community College recognizes that there are important elements of business and industry which cannot adequately be taught within the confines of the laboratory or classroom walls at the College and therefore has established the Internship Program. The goal of the internship program is to provide the student with on-the-job experiences supervised by successful, experienced professionals. This experience shall directly support the development of a student's technical skills, knowledge and career path. The employer shall gain a reliable, flexible and enthusiastic potential employee while assisting in the student's career preparation goals.

The purpose of this manual is to provide the student and employer with information regarding the **Muskegon Community College Internship Program**. This manual is intended for use by students and employers as they prepare for the internship experience. Goals, procedures, forms, and evaluation criteria are provided for the mutual benefit of students, employers, Worksite Supervisors, Faculty Intern Coordinator and the Internship Coordinator. It should be referred to throughout the experience so that everyone involved has a clear understanding of the procedures, requirements, and expectations at each stage of the internship process.

## OVERVIEW

The responsibilities of the **intern** are twofold. First, the intern must satisfy the employer's job requirements. Secondly, the learning experience derived from the job performance and its relationship to the intern's career goals is the primary focus for intern assessment measures. Thus, the intern has a responsibility to enhance their business/technical competencies. The quality of the internship program will be directly affected by the breadth and depth of experiences completed. Repetitive production or work, which is not a new experience typically does not qualify for intern credit. Students are encouraged to seek out new types of educational experiences.

The major responsibility of the **employer** is to provide a position for the intern. Such positions should be a beneficial component in producing a "profit" rather than just a "created" position with no contribution toward earnings. This is the reason why the employer may compensate the intern; however, it is not the reason for awarding academic credit for the experience. An intern does not necessarily have to be in a paid position. Compensation for the services rendered is a personal matter between the intern and the employer. If compensation is provided, it should be based upon the worth of the job and the intern's potential to make a contribution to the employer.

## Muskegon Community College

### STUDENT GOALS

1. To apply knowledge and skills that was gained in the classroom
2. To participate in and gain first-hand experiences associated with training, supervisory and/or management roles in a business or industrial setting
3. To achieve an orientation to the business culture/industrial environment, operations, and procedures
4. To assist in transition from student to a technically skilled individual and/or professional in business/industry
5. To apply developed and/or refined skills from training in the cooperative work experience environment
6. To develop and refine problem-solving techniques
7. To develop and refine communication skills with subordinates, peers, and seniors
8. To develop, improve and foster:
  - a. Good work attitudes, values, and habits
  - b. Self-confidence
  - c. A sense of responsibility
  - d. A better understanding of career options
  - e. A realistic appraisal of strengths and weaknesses

### STUDENT OBJECTIVES

Specific student learning and training objectives cover a wide breadth and variety of internship assignments and are formulated in cooperation with the college, student, and employer and enumerated on the Student Internship Training Plan (Appendix D).

# Internship Requirements, Procedures, and Responsibilities

## STUDENT

### REQUIREMENTS:

In order to participate in an internship experience you must:

- Be a currently enrolled student at Muskegon Community College
- Have a GPA of at least a 2.5
- Successfully completed a minimum of 6 credits in your major field of study or completed the degree Career Program Requirements as mandated by departmental standards
- Successfully completed a total of 30 hours of credit towards your degree

Appropriate substitute course work or work experiences may also be taken into consideration in fulfilling the prerequisites for entering into the Internship Program. Internship placement for students enrolled in certificate programs are evaluated on an individual basis.

### PROCEDURES:

1. Obtain the Internship Application (Appendix A) and Faculty Recommendation forms (Appendix B) from the Internship Coordinator. Complete all sections of the application and secure a recommendation from a faculty member from your major field of study who is familiar with your capabilities. Return these forms, with a copy of your resume, to the Internship Coordinator at least eight weeks before the semester in which you want the internship experience to take place.
2. Contact the Internship Coordinator to set an appointment for an interview conference and site arrangement. The Internship Coordinator will send your resume to employers whose needs best fit your career goals. Upon receiving notification of an interview with an employer, notify the Internship Coordinator of the interview time and date.
3. If you are selected, obtain a letter of employment from the employer outlining the job responsibilities and training objectives. Obtain, from the Internship Coordinator, a *class registration permit card*, which allows registration for the internship experience. Registration may be made in person or by telephone.

4. Complete the Student Internship Agreement (Appendix C) and the Student Internship Training Plan (Appendix D), with your employer and Faculty Intern Coordinator during the first week of the internship. Return these forms to the Internship Coordinator. Also, provide the Internship Coordinator and Faculty Intern Supervisor, directions to the company for which you will be interning.
5. Submit, on a weekly basis, the Intern's Weekly Work Experience Report (Appendix E), to the Internship Coordinator with a copy to the Faculty Intern Coordinator.
6. Complete the Midterm and Final Evaluation by Student forms (Appendices F, G) at the appropriate specified date and return them to the Internship Coordinator.
7. For student worksite evaluations follow the directions given in Section I of the Midterm and Final Evaluation by Worksite Supervisor (Appendices I, J).
8. Prepare a comprehensive Student Summary Report (Appendix K) covering the entire Cooperative Internship practice assignment. Submit this paper to the Internship Coordinator and Faculty Intern Coordinator within one week of the completion of the duties (ending date) for the internship experience.
9. Attend an entrance and exit seminar conducted by the Internship Coordinator.
10. For student-initiated contact of business/industry for internship experience, obtain permission from the Internship Coordinator to determine if it is an appropriate site. Students applying through the Internship Office for an established site should not contact the employer.

#### RESPONSIBILITIES:

1. Follow the Procedures as stated above.
2. Provide his/her housing, if necessary, and transportation to and from work.
3. Abide by the employer's rules and regulations.
4. Notify, through proper channels, both the college and the company immediately of any illness or emergency which may prevent the performance of assigned duties.
5. Accept the decision(s) of the employer, Faculty Intern Coordinator and the Internship Coordinator if it become necessary to terminate the internship assignment prior to the end of the original planned date.
6. Meet the goals and objectives as outlined in the Internship Training Plan (Appendix D)!

## EMPLOYER

### RESPONSIBILITIES:

1. Interview students applying for an internship position who have been recommended by the Internship Coordinator.
2. Provide a letter of employment outlining the content and details of the work assignment so that it provides a variety of meaningful, educational experiences for the student.
3. Assign a worksite supervisor who will provide guidance, direction, and constructive criticism for the student.
4. In cooperation with the student, Faculty Intern Coordinator and Worksite Supervisor, develop a Student Internship Training Plan (Appendix D), which clearly states specific learning and training objectives.
5. Provide a safe workplace and advise the student of any dangers associated with the workplace.
6. Provide written evaluations of the student's performance at midterm and completion date for the internship assignment (Appendices I, J).
7. Provide a calendar for workdays, holidays, and special company events that will affect the student.
8. Reimburse the student for any work-related travel or expenses incurred other than to and from work.
9. Assure that adequate time is available during normal working hours for the Worksite Supervisor and student to have consultations, instruction, and feedback meetings.
10. Assure that adequate time is available during normal working hours for the Worksite Supervisor and the student to meet periodically with the Faculty Intern Coordinator for purposes of consultation and assessment of student progress.
11. Contact the Internship Coordinator in the event of special problems.
12. Provide assurance to the College of compliance with Title IX, HEW Prohibition of Discrimination on Basis of Sex, and Title VI, Discrimination on the basis of race, color, or national origin.
13. Provide a copy of the insurance certificate for Worker's Compensation protection.

## INTERNSHIP COORDINATOR

### RESPONSIBILITIES:

1. Maintain a list of internship positions, which will be available to students who desire and qualify to participate in the Internship Program.
2. Work in cooperation with the departments and faculty of the College to contact businesses and industries for development of new internship positions.
3. Negotiate with the employer and/or company supervisor to set up mutually agreed upon student objectives and learning experiences.
4. Conduct ongoing evaluations of companies to ascertain continued suitability as field instruction sites for the Internship Program.
5. Assess student qualifications and facilitate initial contact between employer and student(s).
6. Assist interested students in ascertaining their qualifications for participation in the Internship Program.
7. Review with students, employers, and/or company and department supervisors all rules, regulations, requirements, prerequisites, and procedures.
8. Advise the student(s) of any dangers or hazards associated with the internship assignment.
9. Supply and collect all necessary forms for and from student applicants and interns.
10. Provide an orientation meeting for all student applicants and prepare them for the interview selection process.
11. On the basis of student preparation and qualifications, assign students to be interviewed by employers. This assignment will be made in cooperation with the Faculty Intern Coordinator facilitate the best match between students and prospective employer sites.
12. Maintain records of all visits and communications between the Faculty Intern Coordinator and Worksite Supervisors, evaluations and appraisals of student interns.
13. Provide an entrance and exit seminar for all student interns.

## FACULTY INTERN COORDINATOR

### RESPONSIBILITIES:

1. In cooperation with the student and Worksite Supervisor, develop a Student Internship Training Plan, which clearly states specific learning and training objectives (Appendix D).
2. Provide guidance throughout the student's internship experience.
3. Meet with the Worksite Supervisor and student intern(s) for evaluation and assessment at midterm and two weeks before the end of the internship experience (semester) for final evaluation. Evaluate the Student Summary Report (Appendix K) and include this report as part of the student's final evaluation.
4. Confer with the Internship Coordinator regarding any problems encountered or improvements that should be implemented.
5. Provide guidance for the student intern(s) in course selections to enhance the Internship experience.
6. Use the "Policies and Requirements for Evaluation of Student" as the criteria for awarding a grade of Pass/No Pass.

## POLICIES AND REQUIREMENTS FOR EVALUATION OF STUDENT

### CREDIT FOR INTERNSHIP EXPERIENCE:

1. In order to be eligible to receive a passing grade for an internship experience, the student must complete the full work term as agreed upon in the Student Internship Agreement (Appendix C). However, completion of the full work term does not guarantee any particular grade. Grading is based on a Pass/No Pass award.
2. Students who register for credit under the Internship Program must complete a minimum of 60 clock hours of work experience for each semester hour of credit. Students will not register for more than three or four semester hours of credit per semester without written approval of their Faculty Intern coordinator and/or the Internship Coordinator.

#### Credit Determination

<u>Clock Hours</u>	<u>Credit Hours</u>
60	1
120	2
180	3
240	4

### STUDENT EVALUATIONS

1. Employer and/or Worksite Supervisor Perception  
This portion of the assessment will be made on the basis of the attainment of objectives stated in the Student Internship Training Plan (Appendix D) and observations/evaluations made by the Worksite Supervisor (Appendices I, J). The Evaluation Criteria Supplement (Appendix H) should be reviewed before an evaluation.
2. Faculty Intern Supervisor Perception  
The midterm evaluation will be based on attainment of objectives in the Student Internship Training Plan, the Student Weekly Work Experience Report and adherence to the Student Requirements, Procedures and Responsibilities. At the end of the intern assignment, a final course evaluation will be made based on the above and the Student Summary Report (see Appendices D, E, K).

Credit will be based on the following

Work performance	50%
Weekly reports	30%
Final written report	20%
Total	<u>100%</u>

Note: The entrance and exit seminars are mandatory to receive credit awards.