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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:

- The intern must satisfy the employer’s job requirements.
- 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.
- 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; positions should be a beneficial component in producing a “profit” rather than just a “created” position.
- Internship positions can be paid or unpaid. Compensation for the services rendered is 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.
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.

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.
STUDENT RESPONSIBILITIES

1. To keep track of their hours, provide employer with appropriate forms submit all forms/reports to Internship Coordinator.

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 and the Internship Coordinator if it becomes 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!

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, Academic Program Faculty Member, Intern Coordinator, and Worksite Supervisor, develop a Student Internship Training Plan, 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, the student has these forms and should provide their supervisor with them.

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, 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. Assess student qualifications and facilitate initial contact between employer and student(s).

2. Work in cooperation with the departments and faculty of the College to contact businesses and industries for development of new Internship positions.

3. Assist interested students in ascertaining their qualifications for participation in the Internship Program.

4. Review with students, employers, and/or company and department supervisors all rules, regulations, requirements, prerequisites, and procedures.

5. Advise the student(s) of any dangers or hazards associated with the internship assignment.

6. Supply and collect all necessary forms for and from student applicants and interns.

7. Meet with all student applicants and prepare them for the interview selection process.

8. Based on the student’s preparation and qualifications, students will be interviewed by employers. This assignment will be made in cooperation with the Academic Program Faculty Member to facilitate the best match between students and prospective employer sites.

9. Maintain records of all visits and communications between the Intern Coordinator and Worksite Supervisors, evaluations and appraisals of student interns.

**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. However, completion of the full work term does not guarantee any particular grade. Grading is based on a Pass/No Pass award.

   A Pass or No Pass grade will be granted based on the following:
   
   - Work performance evaluations by supervisor
   - Weekly reports/ verification of hours worked
   - Final written report
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 Academic Department.

### Credit Determination

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### 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* and observations/evaluations made by the Worksite Supervisor.

2. **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 listed in this manual.
   - At the end of the intern assignment, a final evaluation by the supervisor and the student's written report shall be read and signed by the supervisor at the intern site.

### Internship Procedures and Checklist

Follow these 14 steps in order

1. **Meet** with the Internship Coordinator to discuss being an intern.
   a. Internship Coordinator will then get you into Blackboard, if you choose to pursue further.
   b. Use Blackboard to submit all forms and paperwork you fill out.
   c. Faculty and mentor will e-mail paperwork to Internship Coordinator.
   d. Please note:
      You will be able to use Blackboard, but you are not an intern at this time. You are not registered for the Internship Class.

2. Complete the Internship Application form and submit it into Blackboard.
3. Get an unofficial copy of your Transcript through Web Advisor and submit it into Blackboard.

4. Submit a copy of your Resume into Blackboard.

5. Find a Faculty member who knows you well enough to recommend you. Ask the faculty member to e-mail the Faculty Recommendation form to the Internship Coordinator and copy you on the e-mail. That way, you know the form has been sent.

6. Procure an internship location and Work Site Supervisor (Mentor) in your area of study.

7. Complete Internship Agreement and submit it into Blackboard.

8. With mentor, fill in Internship Training Plan form, which are your Learning Objectives.

9. Once the Internship Coordinator accepts the Training Plan, he or she will give you a written Authorization to Register slip so you will be permitted to register for Internship Class.
   
   Note: you cannot register without this slip and you are not officially in the internship class until you register.

10. Take the Registration Form to the Welcome Window, to get registered for your internship. You must register in person, not online.

11. Each week fill in your Weekly Work Experience Report and submit them into Blackboard, email it to your mentor and cc to the Internship Coordinator, this verifies that the Mentor has read and agrees with your report.

12. Complete the Student’s Midterm Self-evaluation form and submit through Blackboard.

13. Have your supervisor complete the Worksite Supervisor’s Midterm Student Evaluation form and e-mail it to the Internship Coordinator and copy you on the same e-mail.

14. Complete the Student’s Final Self-evaluation form when you have completed your hours and submit into Blackboard.

15. Have your mentor complete the Worksite Supervisor’s Final Student Evaluation by Worksite Supervisor form and e-mail to the Internship Coordinator and copy you on the e-mail.

16. Complete the Student’s Final Self-evaluation form when you have completed your hours and submit into Blackboard.

17. You must submit into Blackboard a 3 to 4 page Final Paper explaining what you learned and accomplished during the internship. This must be in by the last day of finals in that semester.

18. Re-do your resume, in the QUALIFICATIONS section or your resume add in the specific accomplishments which you did on your internship. Submit your new resume in Blackboard before the last day of finals.
Checklist

- Internship Application with Transcript and Resume
- Student Internship Agreement
- Faculty Recommendation for Student Internship (faculty member can email this form directly from their MCC email to Internship Coordinator)
- Internship Training Plan due before Intern may register

* Note: You must have the above four things completed along with location and mentor (supervisor) procured before registering for an internship.

IMPORTANT - Registration form is obtained from your Internship Coordinator. The registration form must be filled out and turned into Welcome Center prior to beginning an internship.

- Internship Registration form filled out by Internship Coordinator. The student is responsible for taking completed registration form to Welcome Center to officially register for the Internship Class.

- Intern’s Weekly Work Experience Report
- Midterm Evaluation by Student (due when 50% of the hours are completed)
- Midterm Evaluation of Student by Worksite Supervisor (Due when 50% of the intern hours are completed)
- Final Evaluation by Student
- Final Evaluation by Worksite Supervisor
- Student Summary Report (Due before final day of the semester)