

UNIV 1991: Supervised Internship Experience
University of Connecticut, Center for Career Development
Spring 2016

Instructor: Beth Settje
Graduate Teaching Assistant: Christina Harney
E-Mail: internships@uconn.edu

Class Day & Time: Monday 12:15-1:00pm
Specific Dates Listed in Syllabus
Phone: (860) 486-3013; **Fax:** (860) 486-6450

COURSE LEARNING OUTCOMES:

- Students will set and work toward achieving academic and professional goals.
- Students will be able to demonstrate how the internship impacted major and/or career goals.
- Students will be able to articulate work culture observations into written assignments.
- Students will be able to incorporate internship into a résumé.
- Students will work toward establishing a meaningful professional network.

REQUIRED TEXT:

InternQube: Professional Skills for the Workplace, by Michael True (hard copy or Kindle version are both acceptable)

COURSE GRADING AND EVALUATION:

You will be assigned a final grade of S (satisfactory) or U (unsatisfactory). Students are to earn a **minimum of 75 points, attend all monthly classes, and complete mandatory assignments listed below to receive an S.**

To earn a “U,” score a 74 or below or miss any in-class session.

<u>Assignments</u>	<u>Point Values</u>	<u>Mandatory</u>
Activity Report #1	10 points	Monthly Classes
Discussion #1	5 points	Internship Expectations Document
Work Culture	5 points	Mid-Internship Review
Activity Report #2	10 points	Final Evaluation
Discussion #2	5 points	
Activity Report #3	10 points	
Discussion #3	5 points	
Informational Interview	5 points	
Activity Report #4	10 points	
Networking	5 points	
Résumé	10 points	
<u>Reflection Paper</u>	<u>20 points</u>	
Total Points	100 points	

ASSIGNMENT GUIDELINES:

- Submit all assignments through email: internships@uconn.edu, except for the discussions on HuskyCT.
- **Assignments due NO LATER than 11:59 PM Sunday each week**

By the end of the fifth week of the internship (not the semester), all assignments must be current. In the case of missing assignments, the student will receive an Unsatisfactory rating (U), and supervisors will be notified that the student is no longer eligible to receive academic credit.

ASSIGNMENT SCHEDULE:

Sample of Skills Used or Acquired

1st Week:

Internship Expectations Document **DUE: 1/31/16**

The Internship Expectations Document has **five components**: Course Contact Sheet; Intern/Employer Conversation Checklist; Employer Expectations; Intern Learning Agreement; and Employer Confirmation. All must be completed and signed by the end of the first week of the internship. The Learning Agreement is available on Husky CT.
*Must be in the Center for Career Development by 4:00 PM Friday (via email or fax).
*Make sure to keep a copy for yourself and your supervisor.

Career Management
Organization
Strategic Planning and Thinking

Reading Assignment

Making the Most of Your Internship pp. 12-23
Risk Awareness and Management pp. 23-28
What Employers Want pp. 32-37
First Impressions pp. 42-45
Understanding and Working with Your Supervisor pp. 49-53
What to Do When You Make Mistakes pp. 95-96

2nd Week:

Activity Report #1 **DUE: 2/7/16**

Activity reports (AR) are 1-2 pages in length, with your name, the dates you worked during the particular period covered by the Report, and the hours you worked each day at the top. The body of the report should show that the intern has reflected on the questions posed. Questions for AR #1 are as follows:

1. Give a brief overview of your activity in the past two weeks, including two or three positive events or activities that occurred in your internship.
2. How have you been able to work toward the **Skill Objectives** you set for yourself in your Learning Contract? Provide specific examples.
3. What is one “take-away” from your assigned readings over the past two weeks?

Written Communication
Summarizing and Reporting
Work Ethic

Discussion #1 on HuskyCT

Reading Assignment

Processing Your Experience pp. 46-48
Questions for Reflection pp. 122-127

Analytical
Collaboration
Curiosity/Inquiry

3rd Week:

CLASS MEETS **DATE: 2/8/16**

Work Culture Assignment (Choose one of the following assignments)

DUE: 2/14/16

1. Organizational Chart

Locate an organizational chart for your department or organization, and provide commentary on any impressions you have after studying the document. How does your role relate to others within the company? Does anything surprise you? How far are you from the decision makers? How are decisions made at both the smaller and larger level?

- If no organizational chart exists, discuss it with your supervisor. What would one look like if you designed it? Please share your ideas.
- Use “Smart Art” in Word to create or recreate your organizational chart. You can find “Smart Art” under insert in Word.

2. Mission Statement

Find the mission statement for both your department, and the larger company. Are they in alignment? Discuss how your role fits into the overall mission. How do decisions get made at the organization - is the mission considered?

- If none exist, discuss with your supervisor. What would one look like if you wrote it? Please share your ideas. How are decisions made at both the smaller and larger level if no mission statements exist?

Inquiry
Synthesis
Observation

(3rd Week, Cont.)

Reading Assignment

Organizational Culture pp. 37-40
Organizational Mission p. 122
Organizational Structure p. 123
Management Philosophy p. 123

Sample of Skills Used or Acquired

4th Week:

Activity Report #2 **DUE: 2/21/16**

Activity reports are 1-2 pages in length, with your name, the dates you worked during the particular period covered by the Report, and the hours you worked each day at the top. The body of the report should show that the intern has reflected on the questions posed. Questions for AR #2 are as follows:

1. Give a brief overview of your activity in the past two weeks, including two or three positive events or activities that occurred in your internship.
2. How have you worked toward your **Personal Development Objectives**, as outlined in your Learning Contract? Include specific examples.
3. What is one “take-away” from your assigned readings over the past two weeks?

Discussion #2 on HuskyCT

5th Week:

Mid-Internship Review **DUE: 2/28/16**

Designed to simulate a mid-year performance review, meet with your supervisor this week to discuss the goals and expectations established in the Employer Expectations, your performance thus far, and fill out the review form posted on Husky CT. If any adjustments need to be made, this is the time to discuss them and submit a copy of the revised Expectations Agreement. Submit the mid-internship review form.

Professionalism
Assessment
Communication

6th Week:

CLASS MEETS **DATE: 2/29/16**

Activity Report #3 **DUE: 3/6/16**

Activity reports are 1-2 pages in length, with your name, the dates you worked during the particular period covered by the Report, and the hours you worked each day at the top. The body of the report should show that the intern has reflected on the questions posed. Questions for AR #3 are as follows:

1. Give a brief overview of your activity in the past two weeks, including two or three positive events or activities that occurred in your internship in the past few weeks?
2. How have you worked toward meeting your **Career Development Objectives**, as set in your Learning Contract? Please provide specific examples.
3. Discuss at least one positive event that has occurred over the past two weeks.

7th Week:

Informational Interview **DUE: 3/13/16**

This experience provides an opportunity to be exposed to the organization at a broader level. Work with the site supervisor and/or site intern coordinator to arrange an informational interview with a member of the staff who is *not* your supervisor. A hand-out detailing how to conduct an informational interview, including suggested questions, is available on Husky CT. Write and submit a one-page paper documenting the experience (**not** in question and answer format).

Strategic Thinking
Communication
Practice Interviewing

Discussion #3 on HuskyCT

8th Week:

Activity Report #4 **DUE: 3/27/16**

Activity reports are 1-2 pages in length, with your name, the dates you worked during the particular period covered by the Report, and the hours you worked each day at the top. The body of the report should show that the intern has reflected on the questions posed. Questions for AR #4 are as follows:

1. Give a brief overview of your activity in the past two weeks, including two or three positive events or activities that occurred in your internship.

(8th Week, Cont.)

2. What have been the most meaningful experiences for you during your internship, and why?
3. Discuss at least one positive event that has occurred over the past two weeks.

Reading Assignment

Networking pp. 65-69

Sample of Skills Used or Acquired

9th Week:

CLASS MEETS **DATE: 4/4/16**

Networking Assignment **DUE: 4/3/16**

If you do not already have a LinkedIn profile, create one and connect to at least three people within your current organization, the course teaching assistant, and join the following group: UConn Center for Career Development.

Interpersonal
Leadership
Information Technology Application

10th Week:

Résumé Assignment **DUE: 4/10/16**

Update your résumé to reflect the work you have done throughout your internship. Refer to the Résumé and Professional Writing Guide and Tailoring Your Résumé handout provided on HuskyCT for tips.

Next, find a position (internship, part-time, or full-time) to which you would be interested in applying, and prepare your résumé in a way that would make you competitive for that position. Take your résumé and the job description to a Résumé Critique* at the Center for Career Development (CCD), then make any suggested updates before submitting your assignment.

Submit the following: 1) your résumé with the signature of the CCD staff member, 2) updated résumé after critique comments, and 3) the job description for the position to which you are “applying.”

*Note: Résumé Critiques are Monday-Friday 10am-5pm in 20 minute increments in Wilbur Cross Room 202.

Written Communication
Synthesis
Career Management

If your internship lasts longer than 10 weeks, continue to submit weekly Activity Reports.

Wrap-Up:

Final documents listed below are **DUE** one week after completion of internship or April 29, 2016 (whichever comes first).

Final Evaluations

Using the Expectations Agreement and Learning Contact as a guide, you will evaluate your internship site, and your supervisor will complete a student performance evaluation. Both evaluation forms are available on Husky CT. Either party may choose to add areas of evaluation to either form. Evaluations must be completed by the end of the internship and submitted to the course instructor before finals begin - in person, or via fax or email. Your supervisor’s evaluation must be submitted directly from your supervisor to the Center for Career Development via email or fax.

Analytical
Critical Thinking
Responsibility
Professionalism

Reflection Paper

This assignment gives you the opportunity to reflect on your experiences in your internship. You will write a 2-3 page paper addressing what you learned and how it will impact you in the future (be sure to address both short term and long term). Specific questions are posted on HuskyCT for you to consider. Make sure to include points from this week’s assigned reading, as well. Finally, be sure to incorporate an assessment of what you have learned from your Student Learning Contract.

Reflection
Ownership
Observation

Reading Assignment

Ending Well pp. 113-115

Personal Branding and Transitioning to Employment pp. 115-118

Concluding Your Experience p. 127

ACADEMIC INTEGRITY:

Academic Misconduct in any form is in violation of the University of Connecticut Student Code. This includes, but is not limited to: copying or sharing answers on assignments, plagiarism, and having someone else do your academic work. Depending on the act, a student could receive an F grade on the assignment, F grade for the course, and could be suspended or expelled from the University. Please see the Student Code at http://www.community.uconn.edu/student_code.html for more details and a full explanation of the Academic Misconduct policies and process.

REASONABLE ACCOMMODATIONS:

The Center for Students with Disabilities (CSD) at UConn provides accommodations and services for qualified students with disabilities. If you have a documented disability for which you wish to request academic accommodations and have not contacted the CSD, please do so as soon as possible. The CSD is located at Wilbur Cross, Room 204 and can be reached at (860) 486-2020 or at csd@uconn.edu. Detailed information regarding the accommodations process is also available on their website at www.csd.uconn.edu.

RELIGIOUS HOLIDAYS:

Sec. 10a-50. (Formerly Sec. 10-334g). Absence of students due to religious beliefs. No person shall be expelled from or refused admission as a student to an institution of higher education for the reason that he is unable, because the tenets of his religion forbid secular activity on a particular day or days or at a particular time of day, to attend classes or to participate in any examination, study or work requirements on such particular day or days or at such time of day. Any student in an institution of higher education who is unable, because of such reason, to attend classes on a particular day or days or at a particular time of day shall be excused from any examination or any study or work assignments on such particular day or days or at such particular time of day. It shall be the responsibility of the faculty and of the administrative officials of each institution of higher education to make available to each student who is absent from school because of such reason an equivalent opportunity to make up any examination, study or work requirements which he has missed because of such absence on any particular day or days or at any particular time of day. No special fees of any kind shall be charged to the student for making available to such student such equivalent opportunity. No adverse or prejudicial effects shall result to any student because of his availing himself of the provisions of this section. For the purposes of this section, "institution of higher education" shall mean any of the schools comprising the state system of higher education, as defined in section 10a-1. (P.A. 75-367, S. 1.)

According to UConn University Senate guidelines, "Students anticipating such a conflict should inform their instructor in writing within the first three weeks of the semester, and prior to the anticipated absence, and should take the initiative to work out with the instructor a schedule for making up missed work." For conflicts with final examinations, students should, as usual, contact the Dean of Students Office.

Sample Internship Learning Agreement

Name: Student Name

Internship Dates: Month/Year to Month/Year

Internship Position: Position Title

Internship Site: Organization's Name

Directions: Complete all three columns for each section and discuss with supervisor at the start of your internship. Review contract with supervisor half-way through your internship experience.

What are your learning goals?	How will you work toward meeting your goals?	How will you prove you have met your goals?
<p>TRANSFERABLE SKILL OBJECTIVES – List transferable skills you hope to gain through your internship experience. These can be soft skills, personal skills, or specific professional skills.</p>		
Skill objective, ex: Writing, computer, public speaking, etc.	Activities to support learning or enhancing the identified skill set in the first column	Anticipated manner of evaluation, could involve the supervisor's participation
Example: Improve my technological skills – Microsoft Excel and other computer programs used by my internship team	Example: Participate in office trainings, set meeting times with my mentor to learn Excel tricks and formulas	Example: Will regularly use at least three new excel formulas and can easily navigate specific programs for my job
<p>PERSONAL DEVELOPMENT OBJECTIVES – Think about goals that will further your personal growth. These could be work-related or academic, but should related to your professional aspirations.</p>		
Goal to help personally, but in the context of work	Techniques to achieve the objective in the timeframe	Set a method of demonstrating competence
Example: Become more comfortable working with confrontational clients	Example: Seek resources regarding conflict resolution, and practice techniques through role plays with a supervisor	Example: Be able to successfully address client problems without having to forward them to supervisors
<p>CAREER DEVELOPMENT OBJECTIVES – It is important to learn more about the field you are potentially interested in pursuing. Think about what you need to improve to be successful in that field in the future.</p>		
Career related ideas beyond tasks in the internship	Specific ideas and steps that support the idea/objective	Ways to verify that the ideas and steps are occurring
Example: Keep track of current important business issues every day	Example: Read the Wall Street Journal, or other news source, each day and synthesize topics or articles for myself	Example: Discuss regularly with classmates, co-workers or other professionals while incorporating own thoughts

***A blank Learning Agreement is available on HuskyCT.**