

Business Division

Internships

Business Division
Majors in
Business,
Accounting,
Management Information Systems
William Woods University
Fulton, MO 65251

Internship Program - William Woods University – Business Division

Revised January 2008

Dr. Linda Davis

Internships

Business Division

Accounting, Business, Management information systems

I. Course Synopsis

All internships are registered as follows:

ACC, BUS, CIS 390 Experience 3 credits

ACC, BUS, CIS 451 Internship I 3 credits

ACC, BUS, CIS 452 Internship II 6 credits

Majors in the Business Division have the option of participating in a Business, Accounting, Management Information Systems Internship as part of their academic program. The student will work **40 hours in the work place for every credit hour**. The Internship may take place during any of the regular college terms or during the summer. In addition the student will complete a daily journal and final report.

DESCRIPTIONS:

ACC, BUS, or MIS 390 Field Experience, 3 credits

Course requires a minimum of **120 clock hours** in an approved work situation. The students must submit a log documenting the work dates and times and describing the work activities according to at least three pre-approved objectives. In addition the student will submit three essays describing and evaluating each of the following; the role of the on-site supervisor, the quality of the work environment, and the usefulness of the extended field experience. The student will also prepare a resume.

ACC, BUS, or MIS 451 Internship I, 3 credits

This course requires a minimum of **120 clock hours** in an approved work situation. In addition to submitting a log of work activities with dates and times, the student will develop a complete portfolio documenting internship activities and outcomes, with brief explanatory texts. The student will also prepare a resume.

ACC, BUS, or MIS 452 Internship II, 6 credits

This course requires a minimum of **240 clock hours** in an approved work situation. In addition to submitting a log of work activities with dates and times, the student will submit a substantial essay according to a pre-approved outline that will describe the relationship or integration of theory (curriculum) and practice (internship). The discussion of theory and practice should cover knowledge, methodology and value development.

II. Course Objectives

- A. To participate and observe in a business/management information systems/accounting position. The experience should reinforce and expand the knowledge gained in business/management information systems classes.
- B. To clarify and broaden the student's perception of the business/management information systems/accounting field the individual will be working in.
- C. To develop the techniques, working skills, and habits of a business professional.
- D. To identify the area of business/management information systems/accounting in which aptitudes, training, interest, and experience might best be utilized.

III. Assessment

- a. Formal evaluations conducted bimonthly by the employer (see attached sheet) (Objectives A & C)
- b. Informal site visit by the Internship director (Director will evaluate and discuss the onsite visit with the student) (Objective C)
- c. Journal submittals - to be read and evaluated by the Internship Director in terms of prompt submittal, summary details covered. (Objective B)
- d. Final paper - See requirements (Objectives A, B, C, D)
- e. Agency evaluation - see requirements (Objective A)

IV. Attendance Requirements

On a daily basis, attendance requirements are set by the employer. Credit hours will be earned on the basis of **3 credit hours for each 120 hours** at the work site. It is imperative that the student maintain accurate records to establish this ratio.

V. Admission to and Expectations of the Program

- A. The Internship is available to juniors and seniors and is considered as the capstone of a student's college experience. It is not a right, available to any student. Participation is subject to Department approval.
- B. There is, on occasion, a presumption on the part of some students that the internship means an automatic A. This is definitely incorrect.
- C. **A student may select from a 3, 6, 9 or 12 hour Internship. They may select a combination of these hour options (for example: 3 one semester and a 6 the following semester), but cannot utilize more than a total of 12 credit hours in the Internship Program.**
- D. The student should seek an opportunity in a formal, structured well-organized business firm. The student is responsible for finding their own Internship. The Career Center and Internship Director might have some possible suggestions. This will provide the student with a better Internship to decide what the student may wish to do in their own professional life. Employment in a family company is not normally encouraged.

VI. Course Requirements

- A. Obtain entry into the program. (See Enclosure A-C).
- B. Return the signed forms to the Director of Internships by designated dates--determined each term.
- C. Properly complete all duties assigned by the employer.
- D. Maintain a weekly journal/log which records all work duties and hours of work completed.
- E. Complete final report as required by the Internship.

VII. Course Evaluation

- A. The employer will fill out midterm and final evaluation performance reports (included) on your work. At the end of the internship the employer will complete a final summary. These evaluation reports will constitute 49% of the final grade. Each category on the assessment receives points.
- a. Column 1 – Inadequate 0 points for each category
 - b. Column 2 – Doubtful 1 point for each category
 - c. Column 3 – Average 2 points for each category
 - d. Column 4 – Very Good 3 Points for each category
 - e. Column 5 – Excellent 5 points for each category

Points will be added from the 3 evaluations – The following grade will be assigned as follows:

120-150 points	= A
89-119 points	= B
59-88 points	= C
29-58 points	= D
28 points below	= F

- B. The internship director will complete the final assessment through the following:

FINAL PAPER and AGENCY EVALUATION- The student will complete a final report to be turned in 2 weeks following the internship to the Internship Director. It will account for 26 percent of the final grade. Students must include requirements stated for the paper see enclosure of the Internship Packet. Students will type the report using a word processor and follow the guidelines below: (assuming 1 “ margins)

3 hour internship	3 page paper
6 hour internship	6 page pager
9 hour internship	9 page paper
12 hour internship	12 page paper

The final 25% is comprised of the students daily journals (submitted weekly).

Student journals should include:

- 1. Daily account of duties performed
- 2. Daily account of hardware used
- 3. Daily account of software programs used
- 4. Any projects the student is involved with
- 5. Any comments the student has regarding the daily tasks

INTERNSHIP ADMISSION REQUIREMENTS

1. The Internship Program has, over a number of years, gained a reputation for general excellence. This is attributed to the quality of the individuals who participate and the strict adherence to the selection process by the Internship Review Board.
2. The internship is not a requirement in any of the majors. It earns purely **elective** hours for the participating student. It is a valuable experience, and can provide important insight into career aspirations at a critical time in the student's college career.
3. As such, the Internship should not be regarded as the "right" of all students. It should be earned. In this way, the quality and integrity of the program may be assured and continued.
4. For admission into the Internship Program, the student should be expected to fulfill the following requirements:
 - a. **Be a documented junior or senior.**
 - b. **Have at least a cumulative GPA of 2.5 overall and 3.0 GPA in major.**
 - c. **Be a declared major in this department.**
 - d. **Have displayed "excellent aptitude and knowledge in their class work".**
5. Once these general criteria are satisfied, the candidate will be eligible to interview with the Internship Review Board assuming the following forms have been completed and returned to the Internship Director.
 - a. **Three recommendation forms completed:** (see Enclosure C – Reference Check Sheet)
 - From you advisor
 - From any faculty member
 - From individual aware of your potential.
 - b. **A copy of your course history (may be obtained from you advisor).**
 - c. **A completed Petition for Admission**
 - d. **A completed Student Learning Contract.**
6. The Director of Internships will assemble the necessary information for submission to the Internship Review Board. The Director will determine possible meeting times of convenience to those involved and notify the student of the appointment with the Review Board.
7. In meeting with intern candidates, members of the Review Board will consider the particulars contained in paragraphs 4 and 5 above. Their judgment will be influenced by their professional assessment of the candidate and additional questions such as those below:
 - a. Will the intern candidate gain valuable experience from this type of internship?
 - b. Is the intern candidate the type of student/person we would want to represent this department and William Woods University?
 - c. Is the internship a valid work experience comparable to earned credit?
 - d. Is the internship directly related to the students major?

EMPLOYER INFORMATION SHEET

Business, Accounting, Management information systems, Economics Internship Program

*William Woods University
One University Ave
Fulton, MO 65251*

Majors have the option of participating in an Internship as a part of their academic program. In the Internship, the student may earn three credit hours for each 120 contact hours on the job. The Internship may be taken in the Fall, Spring, or Summer terms.

The Internship is intended to provide the student with the opportunity to work in a business position where classroom knowledge can be applied to actual job situations. Not only will the student expand background within their chosen field, they will also develop the working skills and habits expected of a business professional.

During the employment period, the student will be expected to assume the assigned responsibilities of a full-time employee. Desirably, the student intern will be rotated through several job experiences while on internship. Development of good work habits is stressed, as students learn the importance of efficiency, accuracy, and promptness in the job situation. Remunerative terms, if any, may be established between the student and the employer.

Our students have interned at such places as Miller of Oklahoma, IBM, Neiman-Marcus, the U.S. Senate Commerce Committee, Saks Fifth Avenue, Mastercard, Missouri Public Service Commission, Hyatt-Regency (Kansas City), Memphis Trust Company, the Missouri State Auditor's Office, Citibank, Occidental Chemical Corporation, Lockheed, the U.S. House of Representatives, Brown Shoe Company, Williams Keepers, and Bloomingdales.

The employer fills out midterm and final reports on the student's work performance and a final summary grade. These forms are supplied by the University. The reports can be discussed with the intern and forwarded to the Director of Internships in the Business Division. Employer/evaluators are strongly encouraged to be objective.

Details of employment (i.e. dates of employment, working hours, remuneration, responsibilities, etc.) are to be determined by the student and the employer before the student begins work. Before starting the Internship, the student will fill out a Student Learning Contract to be signed by themselves and the employer. The student will then appear before the Internship Review Board for final approval of the internship.

Further information may be obtained by writing or calling the Director of Internships, William Woods University, One University Ave., Fulton, MO 65251

SUGGESTED JOURNAL FORMAT

Jan 12 - 16 (40 hours)
(Hours worked)

(80 Hours)
(Total hours on job)

Today began with a meeting with Jane Williams, Credit Manager. She _____. I worked on a final program involving the software program called _____. I installed a new hardware component on the system utilizing _____. Etc. etc.

Weekly journals will be (double spaced) and approximately:

1 page per week for 3 & 6 hour internships

2 pages per week for 9 & 12 hour internships

Final Report

The Agency Evaluation will accompany this final report. (enclosed)

The ability to communicate one's thoughts, clearly and accurately, is an essential tool to success in any endeavor, regardless of the personal or professional contest. This skill is very important. This refers to BOTH the VERBAL, as well as the WRITTEN expression or thought. A demonstrated competence in this area is EXPECTED of all interns. By definition, interns are all juniors and seniors. They are soon to graduate and seek their success in their various professions. When the intern's job-site journal and final report are submitted for grading, the issue of good (business) communication skills become very real. These documents will be graded critically. They represent the intern's total record of one full term's academic experience. They should be of the highest quality in composition terms.

Outline of Final Report Requirements:

1. A brief description of the firm/agency where employed and a description of the department within that firm/agency:
 - a. Company detail:
 - (1) Size (dollar amount of revenues, assets, volume, number of employees, etc., if known)
 - (2) What industries the company is in or its operating function.
 - (3) Explain the circumstances if this, in part, is not available to you.
 - b. Description of the department(s):
 - (1) Size.
 - (2) What the department's responsibility is, what it does, to whom it reports, how it fits in the overall organization.
 - (3) The inclusion of an organization chart will simplify this requirement.
2. A summary of job assignments and Internships:
 - a. Personal relationship (peer, senior, subordinate) may be included in addition to any comments about systems, processes, and company procedures.

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- b. A description of major work projects, how much time was spent on each assignment, etc.
 - (1) Degree of difficulty.
 - (2) Problems the student encountered and solutions to them.
 - c. Opinion of the work assignments (boring, challenging, etc.) and whether the student learned anything from them.
 - d. Analysis of how they achieved (or did not achieve) the learning objectives as stated in the Student Learning Contract. **THIS IS VERY IMPORTANT.** Be precise!
3. Conclusion: how the student benefited, if at all, from the Internship.
- a. Evaluation of personal growth and satisfaction, if any.
 - b. Recommendations: would the student change anything in the Internship program to make it more useful.
 - c. Should the company in question be considered for future assignments?

Please return the Agency Evaluation with your final report. Thank you.

The grading scale is: 90 - 100 = A
 80 - 89 = B
 70 - 79 = C
 60 - 69 = D

Adherence to the Honor Code is expected.

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INTERNSHIP PERFORMANCE FORM WILLIAM WOODS UNIVERSITY FULTON, MO 65251					
INTERN'S NAME _____ FIRM'S NAME _____ Please mark an X through the box that indicates the student's level of performance.					
CRITERIA	INADEQUATE	DOUBTFUL	AVERAGE	VERY GOOD	EXCELLENT
Quality of work production	Always below requirements	Is slow	Accomplishes Requirements	Usually above average	Unusually high
Quality of work	Not Acceptable	Careless; repeats mistakes	Fairly good	Usually good	Excellent work
General appearance	Disorderly	Untidy or overdressed	Usually neat	Businesslike appearance	Always appropriate
Initiative	Must be told and prodded	Requires urging	Proceeds only with suggestion	Needs little encouragement	Self-starter
Acceptance of constructive criticism	Resents criticism	Tries to justify actions	Listens; responds partially	Tries to improve	Welcomes criticism
Dependability	Not trust-worthy	Dependable when closely watched	Reasonably reliable	Usually carries through	Very reliable
Cooperation	Constant friction	Difficult to work with	Meets others halfway	Good team worker, helpful	Works well with everyone
Courtesy	Rude	Curt	Civil	Usually polite	Courteous
Judgment	Usually unsound	Frequently unsound	Good on routine matters	Usually good	Excellent
Attendance	Unacceptably late or absent	Frequently late and/or absent	Generally present and on time	Rarely late or absent	Perfect; never late
GRADING PERIOD: _____ thru _____ Supervisor's Signature _____ Please return this form to the Director of Internships, Business Division; William Woods University, Fulton, Missouri 65251. If any questions, please call (573) 592-4382. Thank you. Any additional comments may be placed on the back of this sheet.					

Return to Internship Director, in self-addressed, stamped envelope. Thank you.

EMPLOYER FINAL SUMMARY

Internships
William Woods University
Business Division
200 West 12th Street
Fulton, MO 65251

Interns Name _____

Firms Name _____

Please recommend one of the following letter grades to indicate the overall level of the student's work performance.

Excellent: far beyond requirements

Good: better than required

Average: as expected and required

Deficient: less than required

No credit: unacceptable

Comments:

Supervisor Signature

Date

Please return this form to Director of Internships, Business Division Department, William Woods University, One University Ave, Fulton, MO 65251. Thank you.

AGENCY EVALUATION BY THE INTERN
This report should accompany your final report:

Name of Agency: _____

Please answer all the questions as honestly as you possibly can. Your responses will be used to decide which organizations we will work with in the future.

1. Was the training provided by the organization? _____
2. If the training was provided, did you find it useful? _____
3. If no training was provided, would you like to see a training program initiated? _____
4. How much supervision did you receive? _____
5. How did the organization's staff react to you as an intern? _____

6. Were you given assistance by staff when confronted with a problem? _____
7. Is the physical setting of the organization satisfactory? _____
8. To what extent was your on-site supervisor important to your internship? _____

9. Were assigned tasks made sufficiently clear to you? _____
10. Were you given opportunities to exercise initiative? _____
11. Were you assigned a sufficient variety of tasks? _____
12. On the whole, how would you rate this internship opportunity? _____

13. Do you have any suggestions for improving the service opportunities at the organization where you worked? If so, please explain: _____

Name of Student: _____

INTERNSHIP IDENTIFICATION CONTRACT

Business Division
William Woods University
Fulton, Missouri 65251

Student INFO

Student's Name _____

Campus Box _____ Phone # _____

Course Number(s) and Title(s) _____

_____ Hours of Credit _____

My GPA within my major is _____ My Accum GPA is _____

Attach copy of Course History to this document

Employer INFO

Employer _____

Employer's address _____

Employer's phone number _____

Supervisor's Name/Title _____

Beginning date _____ Completion Date _____

Hours per week _____ Payment, if any _____

Job INFO

Describe the nature of the placement and what specific job responsibilities will be (include any major projects or activities): _____

Evaluation CONTRACT

Criteria for evaluation and grading:

1. I will properly complete all duties assigned by the employer. The employer will fill out progress reports on my performance and a final summary. These forms will be provided by the University. These will be forwarded to the Director of Internships. They will constitute 49 percent of my grade for each internship.
2. I will keep a weekly journal/log which will include a description of my work experiences. This will be turned in to the Director of Internships at the conclusion of each week. It will constitute 26 percent of my grade.
3. I will submit a final report, according to specified instructions for the Internship(s). The report will be due approximately 2 weeks following the final date of internship. This will constitute 25 percent of my grade.

Student's Signature

Date

Employer/Supervisor's Signature

Date

WWU Internship Director's Signature

Date

The Internship Learning Contract is to be completed before the student starts work and forwarded to Director of Internships, William Woods University, Fulton, MO 65251

REFERENCE Check sheet

TO: INTERNSHIP REVIEW BOARD

DATE:

FROM:

1. This nomination is in regard to _____. I have known the individual for _____ . During that time, I have known the individual as _____ .

2. In regard to the characteristics noted below, I would rate the individual as follows: (1-5; with 5 being the highest)

- A. _____ APPEARANCE (Neat and well-groomed)
- B. _____ COOPERATION (Works in harmony with others as a team member)
- C. _____ DEPENDABILITY (Accomplishes desired actions with minimum supervision)
- D. _____ MATURITY (Addresses issues in an adult, responsible manner)
- E. _____ INITIATIVE (Take necessary and appropriate action on their own)
- F. _____ INTEGRITY (Adheres to principles of honesty and moral courage)
- G. _____ JUDGEMENT (Thinks logically and makes practical decisions)
- H. _____ BASIC KNOWLEDGE OF FIELD (Has solid foundation in fundamentals)
- I. _____ LEADERSHIP (Commands confidence and respect)
- J. _____ ORAL EXPRESSION (Speaks forcefully; organizes ideas effectively)
- K. _____ WRITTEN EXPRESSION (Writes clearly and concisely)
- L. _____ TACT (Is courteous, thoughtful, considerate of others)

4. I _____ do recommend
_____ do recommend with reservation
_____ do not recommend
_____ as a deserving candidate for the Internship Program.
(Student's Name)

D. Additional Comments:

Signed: _____ Date: _____

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REFERENCE Check sheet

Enclosure C– Return to Internship Director

TO: INTERNSHIP REVIEW BOARD

DATE:

FROM:

1. This nomination is in regard to _____. I have known the individual for _____ . During that time, I have known the individual as _____ .

2. In regard to the characteristics noted below, I would rate the individual as follows: (1-5; with 5 being the highest)

- A. _____ APPEARANCE (Neat and well-groomed)
- B. _____ COOPERATION (Works in harmony with others as a team member)
- C. _____ DEPENDABILITY (Accomplishes desired actions with minimum supervision)
- D. _____ MATURITY (Addresses issues in an adult, responsible manner)
- E. _____ INITIATIVE (Take necessary and appropriate action on their own)
- F. _____ INTEGRITY (Adheres to principles of honesty and moral courage)
- G. _____ JUDGEMENT (Thinks logically and makes practical decisions)
- H. _____ BASIC KNOWLEDGE OF FIELD (Has solid foundation in fundamentals)
- I. _____ LEADERSHIP (Commands confidence and respect)
- J. _____ ORAL EXPRESSION (Speaks forcefully; organizes ideas effectively)
- K. _____ WRITTEN EXPRESSION (Writes clearly and concisely)
- L. _____ TACT (Is courteous, thoughtful, considerate of others)

4. I _____ do recommend
_____ do recommend with reservation
_____ do not recommend
_____ as a deserving candidate for the Internship Program.
(Student's Name)

E. Additional Comments:

Signed: _____ Date: _____

REFERENCE Check sheet

Enclosure C – Return to Internship Director

TO: INTERNSHIP REVIEW BOARD

DATE:

FROM:

1. This nomination is in regard to _____ . I have known the individual for _____ . During that time, I have known the individual as _____ .

2. In regard to the characteristics noted below, I would rate the individual as follows: (1-5; with 5 being the highest)

- A. _____ APPEARANCE (Neat and well-groomed)
- B. _____ COOPERATION (Works in harmony with others as a team member)
- C. _____ DEPENDABILITY (Accomplishes desired actions with minimum supervision)
- D. _____ MATURITY (Addresses issues in an adult, responsible manner)
- E. _____ INITIATIVE (Take necessary and appropriate action on their own)
- F. _____ INTEGRITY (Adheres to principles of honesty and moral courage)
- G. _____ JUDGEMENT (Thinks logically and makes practical decisions)
- H. _____ BASIC KNOWLEDGE OF FIELD (Has solid foundation in fundamentals)
- I. _____ LEADERSHIP (Commands confidence and respect)
- J. _____ ORAL EXPRESSION (Speaks forcefully; organizes ideas effectively)
- K. _____ WRITTEN EXPRESSION (Writes clearly and concisely)
- L. _____ TACT (Is courteous, thoughtful, considerate of others)

4. I _____ do recommend
_____ do recommend with reservation
_____ do not recommend
_____ as a deserving candidate for the Internship Program.
(Student's Name)

F. Additional Comments:

Signed: _____ Date: _____