

Internship Program — Student Workbook

Complete the identifying information below, then read the entire workbook to become familiar with the syllabus and assignments.

Student Name: _____

Student Major: _____

Faculty Advisor: _____

Employer Contact: _____

FCC Internship Program Checklist

Pre-Registration

- ☐ Students in Paralegal and Human Services programs must meet with their Faculty Advisor prior to meeting with the Internship & Apprenticeship Coordinator.
- ☐ Contact the Internship & Apprenticeship Coordinator at 301-624-2724 to verify eligibility and schedule an orientation meeting. During the orientation meeting, the Internship & Apprenticeship Coordinator will explain the internship policies, procedures, expectations, assignments, and required paperwork.
- ☐ Identify your place of employment for the internship and seek approval from your assigned Faculty Internship Advisor. Students must secure their own internship. Contact their Faculty Internship Advisor, the Internship & Apprenticeship Coordinator, or the FCC Career and Transfer Center for assistance with finding internship opportunities.
- ☐ Complete the Online Student Internship Application.
- ☐ Obtain the necessary signatures on the Memorandum of Understanding (MOU) and submit to the Internship & Apprenticeship Coordinator, who will then assist the student with registering for the INTR101, INTR102 or INTR103 course.
- ☐ Read the entire Internship Program Student Workbook to become familiar with the syllabus and assignments.

At the Beginning of the Internship

- ☐ Meet with your Faculty Internship Advisor to discuss expectations for the internship, as well as deadlines and assignments.
- ☐ Develop Core and Specific Learning Objectives for the internship, in collaboration with your Faculty Internship Advisor and Worksite Supervisor.

Throughout the Internship Experience

- ☐ Submit Weekly Log of Work Activities to your Faculty Internship Advisor.
- ☐ Meet with your Faculty Internship Advisor at the one-third point of the experience, the halfway point of the experience, at the close of the experience, and at other times as requested or needed.
- ☐ Periodically assess your progress in achieving the Core and Specific Learning Outcomes.

At the Conclusion of the Internship

- ☐ Complete your final internship assignment, Summary Project (or an alternative final project assigned by your Faculty Internship Advisor).

- ☐ Download and print the appropriate Internship Performance Appraisal Form for your academic program and submit a copy to your Worksite Supervisor to fill out and review with you. The completed forms are then given to your Faculty Internship Advisor and will serve as part of your grade.
- ☐ Provide your Worksite Supervisor with a copy of the Internship Employer Satisfaction Survey to complete (this can be given to the supervisor along with the Internship Performance Appraisal Form). Submit the completed survey to your Faculty Internship Advisor.
- ☐ Turn in all required paperwork/completed assignments to your Faculty Internship Advisor:
 - ☐ Student Workbook
 - ☐ Online Student Internship Application
 - ☐ Signed Learning Contract (listing Specific Learning Outcomes)
 - ☐ Weekly Logs of Work Activities Forms (one for each week of the internship)
 - ☐ Summary Project (or alternative final project)
 - ☐ Completed (and signed) Internship Performance Appraisal Form
 - ☐ Completed Employer Satisfaction Survey
- ☐ Complete and submit the Student Internship Education Student Evaluation Form to the Internship & Apprenticeship Coordinator in person, or by email.

Contents

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- Internship Course Syllabus
- Tasks / Assignments
- Forms / Worksheets (Sample Learning Outcomes, Specific Learning Outcomes Worksheet, Learning Contract, Weekly Log of Work Activities)
- Internship Program Conclusion Checklist

Welcome and Introduction

Welcome to your Internship experience!

FCC's Internship & Apprenticeship Coordinator and your Faculty Internship Advisor welcome you to the Internship Program at Frederick Community College.

You are about to begin a semester in which you will have an opportunity to:

1. Apply classroom knowledge in the workplace.
2. Learn new skills in your chosen career field.
3. Make a positive step forward in your career path.
4. Gain valuable resume-building experience.

As you work and learn this semester, FCC's Internship & Apprenticeship Coordinator and your Faculty Internship Advisor are prepared to help you make your internship experience a successful one. You are expected to arrange meetings with your Faculty Internship Advisor at the one-third point and the halfway point of the semester, and at the close of the semester. Your Faculty Internship Advisor will also make arrangements to visit you at your work-site.

You are encouraged to contact your Faculty Internship Advisor or the Internship & Apprenticeship Coordinator with questions or concerns.

This Internship Program Student Workbook will assist you in:

5. Developing a plan for your Internship learning experiences.
6. Recording and reflecting on your work experiences.
7. Completing your Summary Project (or alternative final project).

Your Internship Program Student Workbook will also assist your Worksite Supervisor and Faculty Internship Advisor in evaluating your learning and workplace competencies.

Frederick Community College is committed to the principles of equal opportunity and strictly prohibits discrimination against any person on the basis of age, ancestry, citizenship status, color, creed, ethnicity, gender identity and expression, genetic information, marital status, mental or physical disability, national origin, race, religious affiliation, sex, sexual orientation, or veteran status in its activities, admissions, educational programs, and employment.

Internship Course Syllabus

Internship Program Advisor Information

Internship & Apprenticeship Coordinator

Name: Carla Milan

Office Phone: 301-624-2724 E-mail: cmilan@frederick.edu

Faculty Internship Advisor Information

Internship Faculty Advisor is assigned by Program Manager or Department Chair.

Credit / Hour Requirements

Course Number	Credits	Hours Per Semester	Hours Per Week
INTR 101	1	45	3
INTR 102	2	90	6
INTR 103	3	135	9

Course Description

Provides the student with an opportunity to gain knowledge and skills from a planned work experience in the student's chosen career field. In addition to meeting Core Learning Outcomes, jointly developed

Specific Learning Outcomes are selected and evaluated by the Faculty Internship Advisor, Worksite Supervisor, and the student. Internship placements are directly related to the student's program of study and provide learning experiences not available in the classroom setting. Internships provide entry-level, career-related experience, and workplace competencies that employer's value when hiring new employees. Internships may also be used as an opportunity to explore career fields. Students must meet with the Internship & Apprenticeship Coordinator prior to registering.

The purpose of the Internship Program is to provide each student practical experience in a standard work environment. The Internship & Apprenticeship Coordinator and Faculty Internship Advisor will assist students in making the job a valuable and productive experience. Success in this job will help ensure development of skills necessary for a lasting and rewarding career in the future.

Eligibility Requirements for Internship Education

8. Students must be in an eligible FCC program
9. Students must have a minimum 2.0 grade point average
10. Students must be approaching their last 15 credits in their college program
11. Students must satisfy 25% residency requirement

Additional Requirements

12. Students must schedule an orientation with the Internship & Apprenticeship Coordinator and meet with his/her Faculty Internship Advisor to determine eligibility and discuss internship opportunities. For Paralegal and Human Services programs, students must meet with their Faculty Advisor prior to meeting with the Internship & Apprenticeship Coordinator.
13. Students must secure their own internship employer.
14. Students must complete the Student Online Application for Internship Education prior to the start of their internship experience.
15. The student, Worksite Supervisor, Faculty Internship Advisor, and the Internship & Apprenticeship Coordinator must sign the Memorandum of Understanding (MOU) between the employer, student and college. The signed MOU must be submitted to the Internship & Apprenticeship Coordinator in order to register for the class.
16. Some programs may have additional requirements that must be met to be eligible for placement in internship work-sites.

Course Requirements

17. Complete all assignments in the Internship Education Student Workbook.
18. Achieve the Core Learning Outcomes.
19. Meet the Specific Program Outcomes.
20. Students must remain at the internship worksite placement for the agreed upon period for which they are registered. If there are significant changes in the work schedule, in the job expectations, or the working conditions, students are required to contact their Faculty Internship Advisor.

If a student has questions or concerns about the requirements for the course, they should contact either their Faculty Internship Advisor or the Internship & Apprenticeship Coordinator.

If a student encounters problems or situations on the job that they are unable to handle, the Internship & Apprenticeship Coordinator and/or Faculty Internship Advisor should be contacted immediately.

General Guidelines

The student will work closely with the Program Manager, Faculty Internship Advisor, and Career Services to seek out appropriate experiences and develop job seeking skills as part of the internship education experience.

With permission of the Program Manager, a job currently held by a student might be used as the work assignment. Students must be able to prove that additional, enhanced duties and/or knowledge will be gained during the internship experience. Credit will not be awarded for performance of routine tasks for which the student was responsible prior to the internship semester.

Core Learning Outcomes

As a result of the internship experience students will be able to:

21. Apply appropriate workplace behaviors in a professional setting.
22. Demonstrate content knowledge appropriate to job assignment.
23. Exhibit evidence of increased content knowledge gained through practical experience.
24. Describe the nature and function of the organization in which the internship experience takes place.
25. Explain how the internship placement site fits into their broader career field.
26. Evaluate the internship experience in terms of their personal, educational and career needs.

Specific Learning Outcomes

Specific Learning Outcomes will be determined jointly with the student's Faculty Internship Advisor and Worksite Supervisor. Specific Learning Outcomes are linked individually to the Core Learning Outcomes and must describe the tasks that the student will perform and learn on the job. They must state specifically what the student will be able to do at the end of the work experience as a result of the internship placement.

Some outcomes will represent reinforcement activities. They will provide the opportunity to perform and to reinforce familiar skills in the student's new working environment. Others will represent activities which are unfamiliar and which will provide opportunities to acquire new sets of skills.

Instructional Methods

N/A

Text(s) for Course

Internship Education Student Workbook

Evaluation Methods

Method(s) of Evaluation	Faculty Advisor	Work-Site Supervisor	Student	Percent of Grade
Work Place Competencies		X		20%
Weekly Log of Work Activities	X			10%
Demonstrate Learning Outcomes	X	X		60%
Student Internship Performance Appraisal			X	10%

The standard A, B, C, D, F, and I grading format will be used to assign the final grade. The grade is determined by the Faculty Internship Advisor, who will confer with the student and Worksite Supervisor. The grade will be based on a combination of job performance assessments and related assignments in accordance with the format described above.

Progress Report

The Faculty Internship Advisor meets with the student at the one-third point of the experience, the halfway point of the experience, at the close of the experience, and at other times as requested or needed to assess student progress towards meeting the course Core Learning Outcomes and Specific Learning Outcomes.

Attendance Policy

Students are required to report to work on time and according to the requirements of the student's individualized work schedule. Students are expected to conform to all attendance policies established by the employer and must notify the Worksite Supervisor and Faculty Internship Advisor in the event of absence from work. When the employer is open for business on college holidays, the student is expected to report to work as scheduled.

Students receive college credit for an internship based on the total number of hours worked as agreed upon before the work experience begins. Individual work schedules are established by agreement of the student, Worksite Supervisor, and Faculty Internship Advisor.

Tasks / Assignments

The homework assignments are the center of your internship experience. They will assist you in achieving your goals for the semester, as well as in your future career.

Assignment 1 — Learning Outcomes

A. Core Learning Outcomes

The Core Learning Outcomes are:

1. Apply appropriate workplace behaviors in a professional setting

Appropriate workplace behaviors include:

- Punctuality
- Dependability
- Team work
- Effective interpersonal relationships
- Initiative
- Problem solving
- Critical thinking
- Appropriate professional appearance

2. Demonstrate content knowledge appropriate to job assignment

Are you able to apply what you have learned in the classroom to your Internship assignment?

3. Describe the nature and function of the organization in which the Internship experience takes place

How is the organization structured to meet its goals? Can you describe the functions of each aspect of the organization?

4. Explain how your internship site fits into the broader career field

For example: If your Internship site is an accounting firm, how does the work at that site fit into the broader fields of accounting and business?

5. Evaluate the Internship experience in terms of personal, education, and career needs.

How has your Internship assignment fit in with your current and future personal, education, and career needs?

B. Specific Learning Outcomes

Specific Learning Outcomes are a set of statements that you create that clearly and precisely describe what you intend to accomplish during your internship placement. These are outcomes that are specific to your internship assignment. You will design these outcomes at the beginning of the internship, in collaboration with your Faculty Internship Adviser and Worksite Supervisor. The outcomes will be approved by your Faculty Internship Advisor.

To develop your specific learning outcomes, start by carefully reviewing your internship job with your Faculty Internship Adviser and Worksite Supervisor, identifying areas in which you can:

- Gain new skills
- Increase your knowledge
- Improve your attitudes or behaviors

It is important that you:

- Make your outcomes as specific as possible and avoid broad, general statements
- Confine your outcomes to those which can be accomplished during a single semester

Each specific learning outcome should contain four components:

27. A statement of what you expect to achieve through your work experience
28. An indication of the level of achievement which you expect to obtain. A clear statement of expected level of achievement reduces the effect of personal opinion and provides the basis for an objective evaluation.
29. Identification of the method of evaluation to be used, for example, "as judged by my supervisor."
30. A connection to the Core Learning Outcomes.

Note: A description of job duties does not constitute a learning outcome. Each learning outcome must indicate some definite change in learning that will occur during this semester as a result of your work.

Assignment 2 — Weekly Log of Work Activities

Keeping track of your on-the-job experiences will help you to:

- Assess your progress in meeting Core Learning Outcomes and Specific Learning Outcomes.
- Address areas of accomplishment or concern with your Faculty Internship Advisor and your Worksite Supervisor.
- Gather information that will help you complete your Summary Project (or alternative final project).

The activity log will enable you to list your work activities and reflect on their importance to your learning. You will review your activity log when you meet with your Faculty Internship Advisor.

31. Use form provided online at: <http://www.frederick.edu/current-students/internship-program.aspx>
32. Note your work activities as soon as possible after they occur.
33. Be sure to include your comments, reactions, and notes.
34. E-mail copies of your Weekly Log of Work Activities to your Faculty Internship Advisor each week.
35. Review your up-to-date Activity Log during each meeting with your Faculty Internship Advisor.

Assignment 3 — Summary Project

The Summary Project will be used to assist in evaluating the extent to which you have demonstrated achievement of the Core Learning Outcomes and Specific Learning Outcomes. Your Faculty Internship Advisor may suggest alternative formats for the Summary Project.

In the Summary Project, you will:

- Present detailed evidence of your achievement of the Core Learning Outcomes and the Specific Learning Outcomes.
- Evaluate your Internship experience.

For your Summary Project you will:

36. Develop and write a paper between 5–8 pages (or an alternative project approved by your Faculty Internship Advisor).
37. The paper will be an example of your work and will demonstrate what you have learned as a result of your Internship placement. The paper should be:
 - Attractively and accurately word-processed.
 - Presented in a visually appealing format.
 - Include work samples, if appropriate.

Use the following format in developing your Summary Project:

38. Review each of your Specific Learning Outcomes and:
 - Assess progress toward achievement, demonstrating clearly how you have achieved each objective.
 - Assess the degree of difficulty in achieving each objective.
 - How would you have changed the objectives?
 - Would you have made them easier or more difficult?
 - What have you learned about establishing work and learning outcomes?
39. Review each of the Core Learning Outcomes and:
 - Assess progress toward achievement, demonstrating clearly how you have achieved each outcome.
40. Evaluate your Internship site placement:
 - To what extent did the site placement meet your needs for experience and learning?
 - To what extent did your preparation at FCC prepare you for the work you did at your site placement?
41. Submit your completed paper to your Faculty Internship Advisor on the agreed upon date.

Assignment 4 — Performance Appraisals and Satisfaction Survey

Evaluation of your progress in a work and learning situation is an important element in your career growth. The Internship Performance Appraisal will help you build on your strengths, as well as help you to identify areas for improvement.

Your Worksite Supervisor and Faculty Internship Advisor will both evaluate your progress. You will assess your own progress in your Summary Project. You will also evaluate the extent to which the internship experience has met your learning outcomes.

Internship Performance Appraisal and Employer Satisfaction Survey

Your Worksite Supervisor will evaluate your performance in terms of workplace behaviors (Core Learning Outcomes) and the extent to which you achieve Core Learning Objectives and Specific Learning Outcomes.

Students are required to provide a copy of the Internship Performance Appraisal and Employer Satisfaction Survey Form to their Worksite Supervisor near the end of the internship experience. Once the form has been completed, the Worksite Supervisor will review with the student. Students are then responsible for submitting the forms to their Faculty Internship Advisors by the end of the academic session or semester.

To download the Internship Performance Appraisal and Employer Satisfaction Survey Form, please visit: <http://www.frederick.edu/current-students/internship-program/evaluation.aspx>

Student Evaluation

All FCC internship students are required to submit an evaluation of their internship experience at the end of the academic session or semester. The information gathered from the Internship Program

Student Evaluation Form will assess the overall quality and effectiveness of the program and improve internship experiences for future students. Students are asked to submit their completed evaluation forms to the Internship & Apprenticeship Coordinator in person or via e-mail.

Forms / Worksheets

Sample Learning Outcomes

Below are some examples of job-related learning outcomes. In the first column, you will see an "Internship Job Function." In the second column, the Internship Job Function is converted to a learning outcome that meets the four requirements described earlier.

Internship Job Function	Specific Learning Outcome
Process accounts payable transactions using a voucher system, creating approval for cash disbursement.	By the end of the semester I will process 40 accounts payable transactions on a daily basis. This will be evaluated by my supervisor daily and during the last week of my internship experience by reviewing the completed vouchers. This is connected to Core Learning Outcomes 1, 2, and 3.
Pass various instruments to another person.	By the end of the semester, I will use a safe and decisive manner in placing the following five instruments in the palm of another student or instructor: scalpel, clamp, scissors, tissue forceps, and retractor. This will be evaluated by my supervisor. This connects to Core Learning Outcomes 1, 2, and 3.
Construct and operate databases.	By the end of the semester, I will have created a database that will allow users to access materials from the Catocin Center for Regional Studies. The database will be evaluated by my Internship Worksite Supervisor. This connects to Core Learning Outcomes 1, 2, and 3.

Specific Learning Outcomes Worksheet

Worksheet for developing your Specific Learning Outcomes. For each objective, be sure that the result will extend your knowledge and experience. Include in each objective:

- Result you intend to accomplish.
- How your progress will be evaluated.
- Which Core Learning Outcomes are directly connected.

As you work on your objectives, review them with your Worksite Supervisor.

Objective #: _____

Result you intend to accomplish:

How your progress will be evaluated:

Which Core Learning Outcomes are directly connected?

Learning Contract

Consolidate the four Specific Learning Outcomes on this form.

Semester: _____

Year: _____

Objective 1:

Objective 2:

Objective 3:

Objective 4:

Signatures:

Student Signature: _____

Date: _____

Worksite Supervisor Signature: _____

Date: _____

Faculty Internship Advisor Signature: _____

Date: _____

Weekly Log of Work Activities

Student Name: _____

Semester: _____

Internship Work Site Placement: _____

Job Title: _____

Work Activities

Remember to include your comments, reflections and notes.

Date	Activity	New	Routine
		☐	☐

Date	Activity	New	Routine
		☐	☐
		☐	☐
		☐	☐
		☐	☐
		☐	☐
		☐	☐
		☐	☐

Review Core Learning Outcomes and Specific Learning Outcomes and describe how your work connects to these goals:

Comments, Reflections and Notes:

Internship Program Conclusion Checklist

At the Conclusion of the Internship

- ☐ Complete your final internship assignment, Summary Project (or an alternative final project assigned by your Faculty Internship Advisor).
- ☐ Download and print the appropriate Internship Performance Appraisal Form for your academic program and submit a copy to your Worksite Supervisor to fill out and review with you. The completed forms are then given to your Faculty Internship Advisor and will serve as part of your grade.
- ☐ Provide your Worksite Supervisor with a copy of the Internship Employer Satisfaction Survey to complete (this can be given to the supervisor along with the Internship Performance Appraisal Form). Submit the completed survey to your Faculty Internship Advisor.
- ☐ Turn in all required paperwork/completed assignments to your Faculty Internship Advisor:
 - ☐ Student Workbook
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 - ☐ Weekly Logs of Work Activities Forms (one for each week of the internship)
 - ☐ Summary Project (or alternative final project)

- ☐ Completed (and signed) Internship Performance Appraisal Form
- ☐ Completed Employer Satisfaction Survey
- ☐ Complete and submit the Student Internship Education Student Evaluation Form to the Internship & Apprenticeship Coordinator in person, or by email.

All forms can be accessed via the Internship Program website: <https://www.frederick.edu/current-students/internship-program.aspx>