



Rollins College

Academic Internship Program Course Syllabus INTN 397

“An internship is any carefully monitored work or service experience in which an individual has intentional learning goals and reflects actively on what he or she is learning throughout the experience.”

The National Society for Experiential Education

CAMPUS CONTACTS:

Please use Jessica Rager as your first point of contact for any course related questions or concerns

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ACADEMIC HONOR CODE:

The following pledge is a binding commitment by the students of Rollins College:

The development of the virtues of Honor and Integrity are integral to a Rollins College education and to membership in the Rollins College community. Therefore, I, a student of Rollins College, pledge to show my commitment to these virtues by abstaining from any lying, cheating, or plagiarism in my academic endeavors and by behaving responsibly, respectfully and honorably in my social life and in my relationships with others.

LEARNING OUTCOMES:

The academic assignments are specifically designed with the intent to enrich the learning experience throughout your internship.

- Student will be able to articulate and apply principles learned in and outside of the classroom.
- Student will complete assignments that encourage in-depth reflection of the internship experience.
- Student will gain self-understanding, self-confidence, and interpersonal skills.
- Student will develop work competencies for a specific profession or occupation.
- Student will explore career options, and gain general work experience.

BLACKBOARD CLASSROOM:

All students will be registered on Blackboard. Blackboard is considered the classroom, in which all course information and assignments should be posted and submitted. However, forms that require a signature must be submitted electronically via the AIP database in Foxlink (i.e. Orientation forms). A forms library is available in Blackboard if a paper form is needed. Each week's assignments will be available by 1:00 pm on Mondays, and must be submitted by Noon the following Monday. Also, check your Rollins' email often for course updates. Finally, it is recommended that students visit Blackboard at least twice per/ week to complete assignments, particularly Class Discussion Topics.

ORIENTATION FORMS:

The following forms should be submitted via the AIP database in Foxlink *prior to starting your internship and no later than by Noon, September 8th*. Hours worked prior to submitting these forms will not be counted:

- *Internship Questionnaire*
- *Internship Informed Consent*
- *Student Statement of Responsibility*

ACADEMIC INTERNSHIP GRADE CALCULATION

In order to make an accurate and complete assessment of each student's efforts and abilities, course grades are determined by a variety of measures. Credit (CR) or No Credit (NC) will be the final grade for the course. 75 % and higher will merit a CR for the course. *However, completion of the registered internship hours, a satisfactory Employer Evaluation, and the Final Reflection Paper are mandatory to receive academic credit for the course.* Assignments will be posted by 1:00 pm on Mondays, and are due by Noon the following Monday. No late or make-up assignments will be accepted without prior permission from the Internship Instructor. All grades will be posted in the Blackboard Grade Book.

MEASURE	EXPLANATION	% OF GRADE
Internship Learning Assignments	<ul style="list-style-type: none"> • (5) Learning Objectives 50 pts. • Learning Objective Quiz 5 pts. • Organizational Introductory Paper 20 pts. • Class Discussion Topics 60 pts. • Mock Interview Assignment 35 pts. 	30%
Reflective Journals	<ul style="list-style-type: none"> • (4) Reflective Journals 100 pts. 	20%
Internship Performance	<ul style="list-style-type: none"> • Site Visit or Mid-Term Evaluation 25 pts. • Employer Evaluation (satisfactory) 30 pts. • Internship Hours 50 pts. 	25%
Final Paper	<ul style="list-style-type: none"> • Final Reflection Paper 100 pts. • Final Paper Quiz 5 pts. • Student Evaluation 20 pts. 	25%
TOTAL	Points assigned = 500 pts.	100%

LEARNING OBJECTIVES

PURPOSE OF LEARNING OBJECTIVES:

Learning Objectives are statements that clearly define what you intend to learn during the semester. *Since the internship is an academic course, credit is awarded due to learning, not just for working.* The objectives should help the student, the Site Supervisor, and the Internship Instructor evaluate the learning progress at the conclusion of the experience. Learning Objectives should not try to cover all aspects of the internship, but focus on select areas that you will be exposed to throughout the internship. Each Learning Objective should involve new learning, expanded growth, or improvement on the job. Furthermore, the outcomes should benefit both you and the organization.

GUIDELINES FOR WRITING LEARNING OBJECTIVES:

The following guidelines will be strictly enforced. The student will be required to rewrite the Learning Objectives if they didn't adhere to the guidelines. Rewrites must be submitted within 24 hours after notification or the student will receive a 5 point deduction for every day that it is late.

Prior to creating the Learning Objectives with your Site Supervisor, all Students should complete the *Learning Objective Quiz in Blackboard* with a grade of 100% (if needed, you can retake the quiz multiple times). The Learning Objectives are a collaborative effort between the student and the Site Supervisor. Both parties must agree with the objectives and consider the tasks that are necessary to accomplish those

Learning Objectives. A minimum of *five (5) Learning Objectives* are required. The objectives and the *signed Commitment to Learning Agreement form* must be submitted to the Internship Instructor no later than *September 14th by Noon*.

Each Learning Objective must be specific, measurable, limited to a single definite result, and have a completion date within the time period of the internship. A measurable Learning Objective is a statement that clearly and precisely describes what it is that you intend to accomplish by performing a task(s).

Use the following guidelines when developing the Learning Objectives:

- Avoid broad and general objectives; make them specific and as measurable as possible
- The objectives should be realistic considering the time constraint. How will I accomplish this objective (be specific)?
- What knowledge (be specific) do I want to acquire during this internship?
- What do I want to understand at the conclusion of this experience?
- What new skills do I want to master as a result of the internship?

The following are examples of **tasks or goals**-- they are **not Learning Objectives**:

- I want to work on PowerPoint presentations.
- I want to answer questions about various programs offered.
- I will become an “organizational specialist.”
- I want to undertake projects that enable me to gain further experience in sales.
- I want to participate as a team member in day to day office tasks.
- I want to be the best intern so that they’ll offer me a job!
- I want to attend client meetings.
- I want to have fun.

Examples of strong **Learning Objectives** are:

- I want to improve my skills with Bloomberg financial software and learn how to monitor certain asset classes by shadowing my Site Supervisor, which will give me the ability to ask questions.
- I want to network and establish professional contacts in the fashion industry by attending PR events and attending client meetings.
- I want to learn how to address buyer’s questions relating to commercial real estate by accompanying a Licensing Associate during a property viewing.
- I want to learn the editorial process of magazine publishing by attending staff meetings and shadowing the Chief Editor.
- I want to become proficient in Microsoft Excel by creating spreadsheets of various companies to conduct financial analysis.
- I want to develop better people skills and learn how to establish a strong financial advisor relationship by attending client meetings and listening to phone conversations.

GRADING OF LEARNING OBJECTIVES:

The (5) Learning Objectives & Learning Objective Quiz are part of the Internship Learning Assignments measure, which is worth a total of 30% of your grade. *The (5) Learning Objectives & Learning Objective Quiz are required to receive credit for the course.*

Satisfactory assessments of the Learning Objectives are based on:

- Expressing what you plan to achieve throughout the internship and how it will be accomplished;
- Effectively relating academic learning to the internship experience;
- Adherence to the writing guidelines for Learning Objectives & timely completion.

ORGANIZATIONAL INTRODUCTORY PAPER

PURPOSE OF ORG. INTRODUCTORY PAPER:

An Organizational Introductory Paper describes the organization as a whole and your place within the organization.

GUIDELINES FOR WRITING ORG. INTRODUCTORY PAPER:

The following guidelines will be strictly enforced. Late papers will not be accepted. The student will be required to rewrite the paper if they do not adhere to the guidelines. Rewrites must be submitted within 24 hours after notification or the student will receive a 5 point deduction for every day that it is late.

The Organizational Introductory Paper is due on *September 14th by Noon*. Introductory Paper should be a *minimum of two (2) pages, typed and double-spaced, with Arial text, 1” margins, and 12 point font*. The Introductory Paper must address the topics below, and use “*headings*” to divide each topic within your paper (i.e. Mission; Client/ Customers; Products/ Services; Key Personnel; My Exposure):

- The mission of the organization
- The clients/customers of the organization
- The product/service of the organization
- The key individuals with whom you will be working
- Areas of the organization to which you will be exposed

GRADING OF ORG. INTRODUCTORY PAPER:

The Organizational Introductory Paper is part of Internship Learning Assignments measure, which are worth a total of 30% of your grade. *The Organizational Introductory Paper is required to receive credit for the course.*

Satisfactory assessment of the Organizational Introductory Paper is based on:

- Comprehensive background knowledge relating to the internship organization (i.e. Mission, Clients/ Customers, Products/ Services, etc.);
- Clear understanding of your role/ responsibilities, and that of others you will be working with;
- An understanding of what you will be exposed to throughout the experience;
- Adherence to the writing guidelines for Org. Introductory Paper & timely completion.

REFLECTIVE JOURNALS

PURPOSE OF REFLECTIVE JOURNALS:

The Reflective Journals are the primary place for demonstrating meaningful reflection as you address the Learning Objectives; resolve problems and challenges, and document observations and feelings relating to your internship. The goals of the reflective journal are:

- To provide a forum for deep reflection on the internship experience (i.e. observations, projects/ tasks, challenges, etc.);
- To provide an opportunity to highlight the progress towards achieving the intern’s Learning Objectives;
- To provide a venue for the Internship Instructor’s constant monitoring, coaching, and assessment of the internship experience.

GUIDELINES FOR WRITING REFLECTIVE JOURNALS:

The following guidelines will be strictly enforced. Late papers will not be accepted. The student will be required to rewrite the journal if they do not adhere to the guidelines. Rewrites must be submitted within 24 hours after notification or the student will receive a 5 point deduction for every day that it is late.

Reflective Journals should be a *minimum of two (2) pages, typed and double-spaced, with Arial text, 1” margins, and 12 point font.* The journal must address the topics below, and use “*headings*” to divide each reflection topic within your journal (i.e. Specific Tasks; Learning Objectives; Challenges & Resolutions; etc.):

- Specifics about jobs/tasks/projects accomplished, and how classroom knowledge has helped?
- Progress towards achieving Learning Objectives; what did you learn and how did you learn it?
- Problems encountered with job assignments or work environment, and efforts towards resolution.
- Describe what is most impressive about your internship to date.
- Expectations for the following weeks.

Tip: It is recommended that you keep a daily log that documents your experience. Set aside at least 20 minutes, preferably at the same time each day, to write. Make writing in the journal a “habit”, or the weeks will fly by and you will have little record of your experience for future reflection. Consider addressing the following questions on a daily basis:

1. What did I learn today?
2. What challenges or frustrations did I encounter today?
3. How did I use critical thinking or problem-solving to address this issue?

Please make certain that the Internship Instructor receives the journal ***no later than by Noon*** on the dates indicated below:

- **Reflective Journal # 1 – due *September 28*;**
- **Reflective Journal # 2 – due *October 26*;**
- **Reflective Journal # 3 – due *November 16*;**
- **Reflective Journal #4 – due *November 30*;**

GRADING OF REFLECTIVE JOURNALS:

The four (4) Reflective Journals are worth 20% of the total grade. Each journal can earn 25 points for an overall total of 100 points.

Satisfactory assessments of the Reflective Journal are based on:

- Evidence of thoughtful reflection, critical thinking, problem solving, complex interpretation;
- Consistent reference towards achieving the Learning Objectives;
- Demonstrated awareness of self in the work environment and the role of others;
- Adherence to the writing guidelines for Reflective Journals & timely completion.

TIME SHEETS

PURPOSE OF TIME SHEETS:

The purpose of the time sheet is to help monitor the student’s contact hours at the internship site. The more contact that you have at the internship site; there is a greater opportunity for you to learn more about the organization, industry, and/ or career field.

GUIDELINES FOR THE TIME SHEETS:

The following guidelines will be strictly enforced.

At the top of each reflective journal students are expected to include a cumulative count of all hours worked up until that date.

It is the student's responsibility to keep an accurate account of the time spent at the job site or in job related activities. Travel time to and from the internship is not to be included in the hours. Generally, lunches are not included, however, if the lunch is a "working" lunch, then the student may report those hours. All required internship hours must be **completed by Noon, December 7th**. If the required internship hours are completed prior to the end of the semester, the student is still responsible for completing the academic assignments by the due dates.

The student must work at the internship site or in job related activities off-site, for a minimum of 40 hours per/ registered course credit (see chart below):

ACADEMIC CREDITS	INTERNSHIP HOURS PER/ WEEK	TOTAL INTERNSHIP HOURS
2	6-8	80
3	9-11	120
4	12-15	160

Tip: It is recommended that you keep a daily log that documents your internship hours. At the conclusion of the semester you will be required to turn in documentation of all hours worked throughout the semester.

GRADING OF TIME SHEETS:

The Time Sheets are part of your Internship Performance measure, which is worth 25% of your grade. The Time Sheets are required to receive credit for the course, and are worth a total of 50 points.

Satisfactory assessment of the Time Sheet is based on:

- Overall completion of internship hours based on course registration;
- Adherence to the Time Sheet guidelines.

The student's internship site supervisor will be asked to include the student's total hours worked in both their mid-term and final evaluations. For that reason it is imperative the student provides their supervisor with an accurate account of their hours throughout their internship.

CLASS DISCUSSION TOPICS

PURPOSE OF CLASS DISCUSSION TOPICS:

The Class Discussion Topics provide an opportunity for fellow interns to collaboratively reflect on and explore in depth various topics relating to the professional work environment. The goals of the Class Discussion Topics are:

- To provide a forum for interns to learn about each other's internship sites and work-related projects;
- To provide an opportunity for interns to synthesize and connect various theories and concepts to their experiences (i.e. effective communication, leadership, initiative, ethics in business, etc);
- To provide an opportunity for the Internship Instructor to coach, advise, facilitate problem-solving, and inspire critical/ creative thinking.

GUIDELINES FOR WRITING CLASS DISCUSSION THREADS:

The following guidelines will be strictly enforced. The discussion topic will be locked after the deadline, and no late postings will be allowed.

Students are required to start a “New Thread” when answering the Class Discussion Topic, and must “Reply” to at least 2 original threads of your classmates. Some discussion topics may require you to read an article that relates to the topic. In an effort to help facilitate a meaningful discussion, all postings (new threads or replies) must be **substantive and thoughtful**. Also, your “reply” must be a substantive response. You cannot simply state that you agree/ disagree and just reiterate what the originator wrote. Furthermore, please remember to keep your postings professional and be respectful of each other’s experiences. This is not a forum for you to slam the organization, co-workers, or career field. Finally, check for spelling and grammatical errors, and avoid using “texting” jargon. The Internship Instructor reserves the right to not accept inappropriate or inadequate postings.

Please make certain that the Internship Instructor receives your thread & replies **no later than by Noon** on the dates indicated below:

- **Class Discussion Topic # 1: Initial post September 21; Reply posts September 25**
- **Class Discussion Topic # 2: Initial post October 5; Reply posts October 9**
- **Class Discussion Topic # 3: Initial post October 19; Reply posts October 23**
- **Class Discussion Topic # 4: Initial post November 2; Reply posts November 6**
- **Class Discussion Topic # 5: Initial post November 9; Reply posts November 13**
- **Class Discussion Topic # 6: Initial post November 23; Reply posts December 30 (due to Thanksgiving Holiday reply posts due Monday by 12 pm)**

GRADING OF CLASS DISCUSSION TOPICS:

The Class Discussion Topics are part of the Internship Learning Assignments measure, which are worth a total of 30% of your grade. Each Discussion Topic is worth 10 points for a total of 60 points.

Satisfactory assessment of the Class Discussion Topic is based on:

- Written responses to discussion topics that convey understanding, application, and thoughtful reflection;
- Engaged participation in discussion, which not only shares insights and observations from own experience, but also explores issues presented by other classmates;
- Adherence to the writing guidelines for Class Discussion Topics & timely completion.

SITE VISIT

PURPOSE OF SITE VISIT:

The Site Visit allows you to introduce the Internship Instructor to the work environment, and gives you an opportunity to reexamine your Learning Objectives and express any concerns. The goals for the Site Visit are:

- To gather systematic feedback on the progress of the internship to date from the perspective of all three parties in the partnership (i.e. feedback from the Student, Site Supervisor, & Internship Instructor);
- To reassess and plan for the second half of the internship;

- To provide an academic presence in the workplace, and gathering needed information for continued development of the program.

GUIDELINES FOR SITE VISIT:

The following guidelines will be strictly enforced.

For Central Florida Interns only: It is the *student's responsibility* to schedule a 30 – 45 minute Site Visit meeting with the Site Supervisor, Internship Instructor, and yourself. The Site Visit is similar to a midterm evaluation, and should be scheduled ***between October 15th and November 2nd***.

All other Interns: To receive feedback, your Site Supervisor must complete the ***Mid-term Evaluation*** form by ***Monday November 2nd***. The ***Mid-term Evaluation*** form is available in the form Library on Blackboard.

GRADING OF SITE VISIT:

The Site Visit is part of your Internship Performance measure, which is worth 25% of your grade. The Site Visit is worth a total of 25 points.

Satisfactory assessment of the Site Visit is based on:

- Adherence to the Site Visit guidelines.

EMPLOYER & STUDENT EVALUATIONS

PURPOSE OF THE EVALUATIONS:

The evaluations are assessment tools for the Site Supervisor and Student to provide their feedback regarding the internship experience. The Site Supervisor is strongly encouraged to discuss the evaluation with the student.

GUIDELINES FOR THE EVALUATIONS:

The following guidelines will be strictly enforced.

Electronic evaluations are now available for the Employer and Student Performance Evaluation forms. An email link to access the evaluation will be sent to both the Site Supervisor and the student within the final 2-3 weeks of the internship. Both evaluations are required to receive course credit, and it must be submitted with your final paper on or before ***December 7th at Noon***. It is the student's responsibility to ensure that the Site Supervisor has completed a Performance Evaluation on their behalf. Please remember that you must receive an overall satisfactory evaluation to receive academic credit for the internship course. Finally, it is strongly encouraged that you write a "Thank You" letter to your Site Supervisor for the internship experience. Please contact your Internship Instructor or the Office of Career Services if you need information on how to write a "Thank You" letter.

GRADING OF EVALUATIONS:

The Employer Evaluation is part of your Internship Performance measure, which is worth 25% of your grade. A satisfactory rating from your Site Supervisor is required to receive credit for the course, and the Employer Evaluation is worth a total of 30 points. The Student Evaluation is part of your Final Paper measure, which is worth 30% of your grade. The Student Evaluation is worth a total of 25 points.

Satisfactory assessment of the Evaluation is based on:

- Adherence to the Evaluation guidelines.

MOCK INTERVIEW ASSIGNMENT

For this assignment you will be asked to reflect on your experience as a whole in relation to how you would discuss your experience in an interview setting. Using the online tool InterviewStream, the instructor will provide a list of potential interview questions for you to answer. InterviewStream helps Rollins students improve their interviewing skills. This easy-to-use online program uses on-screen, videotaped interview scenarios developed by employment professionals.

GUIDELINES FOR THE MOCK INTERVIEW ASSIGNMENT:

Using this tool students will perform a mock interview articulating their skills and experiences gained during their internship and Rollins experience. Each answer must thoroughly explain a learning experience from their internship and how it relates back to the interview question.

FINAL REFLECTION PAPER

PURPOSE OF THE FINAL REFLECTION PAPER:

Where the Reflective Journals are your ongoing record of specific analysis, the final paper provides an opportunity to reflect on the entire internship experience. The final reflection paper should summarize your learning, assess overall success in achieving your Learning Objectives, and highlight any additional insights about the organization, industry, or career field. The goals of the final reflection paper are:

- To provide an opportunity for the student to reflect on and synthesize the full experience, and to analyze personal and professional effectiveness;
- To facilitate closure of the internship experience.

GUIDELINES FOR THE FINAL REFLECTION PAPER:

The following guidelines will be strictly enforced. Late papers will not be accepted. The student will be required to rewrite the final paper if they do not adhere to the guidelines. Rewrites must be submitted within 24 hours after notification or the student will receive a 50 point deduction for every day that it is late.

Prior to completing the final paper, you must complete the Final Paper Quiz in Blackboard. The Final Reflection Paper is due by *Noon on December 7th*. The Final Reflection Paper should be a *minimum of seven (7) pages, typed and double-spaced, with Arial text, 1" margins, and 12 point font*. The final paper must address the topics below, and use *"headings"* to divide each reflection topic within your paper (i.e. Company's Strengths & Weaknesses; Learning Objectives; Challenges & Resolutions; etc):

The final paper **must** include:

- Your observations of the company's strengths and weaknesses
- Your perceived strengths and weaknesses
- What was your biggest challenge during this internship?
- **List each Learning Objective** and discuss the extent to which the objective was met as well as the tasks you did to accomplish the objective.
- If an objective was not accomplished, then an explanation should be provided as to why, and what was accomplished in place of that objective.
- What skills do you wish you had acquired before beginning this internship that would have made it easier for you to complete assigned tasks?
- How were you able to apply classroom knowledge to your internship experience?
- How can you (or other interns) utilize this experience when re-entering the classroom or workplace?
- What characteristics would the ideal intern possess to excel at this internship site?
- How has this internship solidified or changed your career focus?

If a student is receiving major or minor credit for the internship, it is the *student's responsibility* to discuss additional requirements with the respective department or program chair.

GRADING OF FINAL REFLECTION PAPER:

The Final Reflection Paper & Final Paper Quiz are part of your Final Paper measure, which is worth 25% of your grade. The Final Reflection Paper is worth a total of 100 points and the Quiz is worth 5 pts.

Satisfactory assessment of the Final Reflection Paper is based on:

- Demonstrated ability to synthesize and analyze the experience;
- Demonstrated awareness of self as a experiential learner;
- Adherence to the Final Paper guidelines.