



**Business Division**  
**INTERNSHIP MANUAL**

**Melinda Piller, Ph.D., MPA**  
**Thomas University Business Division, Chair**

Thomas University  
1501 Millpond Road  
Thomasville, GA 31792-7499  
Phone: (229) 226-1621  
Fax: (229) 226-1653

## NATURE AND PURPOSE OF THE INTERNSHIP

The internship involves the students, the Business Division, and Host Businesses. Objectives of each are as follows:

### Objectives for the Student:

- Provide first-hand experience in a Business setting and direct contact with business persons.
- Familiarize the student with the roles and functions of the Host Business.
- Acquaint the student with the structure and functions of a Host Business.
- Give the student direct experience regarding the dimensions of the Host Business involved.
- Merge academic training with practical experience.
- Provide experience as a professional individual.
- Help the student gain confidence in application of skills.
- Provide a means of evaluating the student's strengths and weaknesses as a professional.
- Impart knowledge on the utilization and integration of Host Business resources.
- Provide an environment in which the student may practice skills while receiving feedback from trained personnel.

### Objectives for the Business Program:

*Provide the program with feedback from the Host Businesses regarding student competencies.*

*Help evaluate the appropriateness and effectiveness of classroom instruction as it translates to the acquisition of skills.*

*Establish a mutually beneficial relationship between the specific training program and Host Businesses, so that each may contribute to and enhance the other.*

### Objectives for the Business Host Business:

- Provide the Host Business with student assistance in carrying out its functions.
- Acquaint the Host Business with future employees.
- Provide an additional source of creative ideas and methodology for the Host Business.
- Provide a means for mutual exchange of information that benefits both parties.
- Serve as a vehicle for encouraging Host Business personnel to seek additional professional training.

### Selection of Training Sites:

Any city, county, state, federal or private Host Business designed to meet the needs and interests of the student seeking employment in the Business field, may qualify as a training site. The suitability of the sites will be determined on the following basis:

**The program should be sufficiently broad in scope so as to provide a wide range of experience to the student. The staff should have training and experience appropriate to the business enterprise..**

### Student Selection of Placement:

It is the student's responsibility to select the placement site. A semester prior to intended internship, the student should discuss their internship area of interest. The internship site should be secured one semester prior to the internship experience.

## INTERNSHIP SKILLS

The acquisition of skills is accomplished through a combination of didactic and practical experiences which should include, but not limited to, the following areas:

- Occupational information, work adjustment and job placement;
- Business production and management reporting;
- Utilization of enterprise resources;
- Ethics
- Field visits, and internship experiences.

*The acquisition of research skills and the ability to interpret research findings and incorporate these findings into a business field as an integral part of the skill development required of students.*

## **THE INTERNSHIP IN BUSINESS**

### **What is the purpose of an internship?**

Internship is the first formal opportunity, within the program, to learn through direct observation and participation through experiences in their field of study. It serves two basic interrelated purposes:

- Provides the student with an opportunity to put into practice, the knowledge acquired through coursework
- Provide the student a real-life experience which can be brought back to enrich the remainder of the coursework

### **When do I take an internship?**

You may enroll in a Business internship for 3 credit hours during your sophomore year.

### **What are my responsibilities, as a student, in internship?**

- Interns are expected to:
- Attend staff meetings and conferences
- Observe the daily operations of the Host Business
- Interact with its personnel
- Participate in one or more projects
- Write reports and participate in supervision sessions
- Perform other tasks deemed appropriate by the Host Business, or faculty supervisor; and
- Complete 120 hours of internship experience (per 3 credit hours).

In all of these activities, it is important that you maintain proper professional conduct including but not limited to , adhering to the ethics of the profession (maintaining confidentiality, being punctual in both attendance and assignments, keeping commitments, and dressing properly). Overall, you will be learning the functions of the Host Business and how they contribute to the value chain of the customers they serve. Unsatisfactory or unethical performance in the internship will be sufficient for dismissal from the program.

### **What are the Host Business's responsibilities?**

The Host Business you will be working with, has agreed to accommodate you, provide you with appropriate learning experiences, oversee your performance and provide supervision. Interacting with the staff members will also enhance your knowledge and competencies. In all cases, the agencies will allow designated faculty members from the Business program to come out and observe your performance or otherwise interact with you at the training site. Host Business personnel have further agreed to provide a written evaluation of your performance at the conclusion of the semester.

### **What should I get out of internship?**

While the completion of an internship should give you a better understanding of the activities you will be performing once you enter the field, the internship is designed to expose you to a sample of the types of populations and procedures with which you will be dealing throughout your professional career.

## **STUDENT RESPONSIBILITIES IN THE INTERNSHIP EXPERIENCE**

To meet the goals and objectives of the Host Business professionally and ethically.

Inform the Host Business supervisor/or other individuals, in case of an emergency.

A weekly log is maintained by the student intern. The report should be a good composition with clarity a brevity of the aspects you want to describe. The description or example should be smooth, coherent, and logical.

- Describe the project, problem, or assignment and other significant factors
- Host Business procedures or services available for customers
- Purpose and objective of the activities you are engaged in
- Expected outcome
- If the expected outcome is not achieved, what alternative plans/services you and the Host Business can provide
- Consult with your supervisor in case of a problem or difficulties encountered
- Report any in-service training that you may receive
- Request that your Host Business supervisor review and sign the weekly log, then make two (2) copies.
- Give the original copy to your faculty supervisor, one to your Host Business supervisor, and keep one copy for your records.
- Turn in a copy to your faculty supervisor bi-monthly (every other week).
- Evaluate the Host Business supervisor at the end of the semester

## **RESPONSIBILITIES OF THE FACULTY SUPERVISOR**

Coordinate the internship activity with the Host Business and student.

Respond to student's concerns, issues, difficulties encountered in relation to internship experience.

Receive reports every two weeks and give feedback to the students.

Contact once a week with the students to share experiences, or seek solutions to any problems.

Determine the final grade.

### **THE FINAL GRADE WILL BE COMPOSED BY USING THE FOLLOWING:**

Timely submission of reports to the faculty supervisor.

Regular contact of the student at the University or internship site.

Regular participation and sharing of your unique internship experiences.

Emulation of the professional role as observed throughout the semester by the Host Business supervisor, faculty supervisor and significant others.

Evaluation of the Host Business supervisor.

Evaluation of the faculty supervisor.

The appropriate internship forms are in this manual in the appendix.

## **The Internship Experience**

### **Duties and Responsibilities of an Intern:**

- The intern's behavior will be guided by a number of factors:
- Maintenance of a schedule mutually agreed upon by intern and Host Business supervisor.
- Adherence to Host Business regulations, policies and procedures.
- Compliance with professional standards of conduct (ethical behavior, cooperation with Host Business personnel, responsible performance of duties, and appropriate attire).
- Maintenance and assessment of daily activities

Consistency in meeting with supervisors.

### **Supervision:**

Supervision will be a joint function of both the Host Business and faculty (internship) supervisors. Each intern will be supervised on-site as well as by a faculty supervisor in the Business Program. The student will meet with the Host Business supervisor for at least one hour per week. Students serving an out-of-town internship will be supervised by the Host Business supervisor and will be expected to submit weekly logs every other week to the internship faculty supervisor. As needed, the internship supervisor will visit each internship site. During these visits or contacts, the Host Business supervisor will review the student's progress and determine any additional experience that may be helpful. Feedback from these discussions will be shared with the student.

### **Evaluation of Internship Performance:**

The intern will be evaluated by both the faculty and Host Business supervisors. The internship supervisor will base the evaluation on a combination of the contents of supervision sessions, and internship diary. The Host Business supervisor will complete the internship evaluation form during the final week of the student's internship. The supervisor will assess the student's performance on a number of dimensions including (but not limited to) work habits, utilization of enterprise resources, professionalism, and ability to relate to Host Business personnel. This evaluation will serve to give feedback to the students and as a basis for final grades in the internship course.

### **Evaluation of Internship Placement:**

At the conclusion of internship experience, the student will also be asked to critique the internship placement. This will be done to provide feedback to the Host Business and serve as a basis for the development of subsequent sites for internship experiences for future Business students. The student will be asked to describe the strengths and weaknesses of the placement experience, and to make suggestions on how this experience can be made more meaningful. Feedback based on the critique will then be provided to the Host Business supervisor.

## **INTERNSHIP WEEKLY LOG**

The intern student should maintain a weekly log throughout the internship period. This weekly log could be maintained in a student notebook recording day to day activity and events that occurred at the internship site. It is good habit to record all the activities performed at the end of the day. Periodic review of this record gives an insight as to the kind of experiences gained, experiences that are to be acquired, and the changes needed on the part of the intern to enhance skills.

### **The Benefits - Keeping the Log:**

- Provides an on-going evaluation for your development as an effective Business intern.
- Provides an assessment as to whether you are meeting your personal and professional goals.
- Provides an assessment as to whether you are meeting the goals of the Host Business providing internship experiences.
- Provides an assessment tool for accountability.
- Provides a balance sheet approach to determine which activities are performed more and which need attention in order to gain an all-around experience.
- Provides evidence that an intern met the required hours of internship, a criterion for determining your grade.

**THOMAS UNIVERSITY DIVISION OF BUSINESS INTERNSHIP WEEKLY LOG**

Student's name: \_\_\_\_\_ Week of: \_\_\_\_\_

Host Business: \_\_\_\_\_ No. of hours worked: \_\_\_\_\_

**Cumulative hours worked:** \_\_\_\_\_

Supervision Date: \_\_\_\_\_ Supervisor's Initials: \_\_\_\_\_

**Daily Activities and Experiences:**

Student's signature: \_\_\_\_\_ Date: \_\_\_\_\_



**THOMAS UNIVERSITY**

**HOST BUSINESS EVALUATION REPORT ON INTERNSHIP EXPERIENCE**

BusinessName: \_\_\_\_\_

Student's Name \_\_\_\_\_ Date \_\_\_\_\_

This form has been devised for rating the student during the practicum experience with you Host Business. Make a check mark (X) in the column which best describes his/her level of performance. Mark N/A in those areas in which you have no information on the student.

**PERFORMANCE FACTORS**

	<b>Above Average</b>	<b>Average</b>	<b>Below Average</b>	<b>N/A</b>
1. Organization & planning of work				
2. General industry & attention to work				
3. Cooperative relationship with staff				
7. Motivation & follow through for work assigned				
5. Knowledge of Host Business goals				
6. Knowledge of principles of Business				
7. Skills in problem solving				
8. Use & interpretation of business data				
9. Attitude toward Host Business supervision				
10. Attitude toward customers served				
11. Evidence of professional/ethical standards of conduct				
	<b>Above Average</b>	<b>Average</b>	<b>Below Average</b>	<b>N/A</b>
12. Self-recognition of strengths & weaknesses in a helping role				
13. Ability to write/speak concisely				

14.	Ability to record accurately Business experience				
15.	Ability to establish & maintain a satisfactory personnel relationship				
16.	Ability to be objective without emotional involvement				
17.	Ability to use imagination & initiate new ideas				
18.	Ability to formulate a working plan to correct problem areas				
19.	Ability to accept increasing responsibility				
20.	Personal appearance/dress				

**COMMENTS:**

Statement regarding overall impressions of the student:

Statement on potential of Internship Student:

Statement on needs for additional training and supervision:

Additional comments:

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Signature of Reporting Host Business Supervisor

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Date

**THOMAS UNIVERSITY EVALUATION OF INTERNSHIP HOST BUSINESS: STUDENT**

Name of Student: \_\_\_\_\_

Training Site: \_\_\_\_\_

Supervisor: \_\_\_\_\_

Semester:    Fall \_\_\_\_\_ Spring \_\_\_\_\_ Summer \_\_\_\_\_ Year \_\_\_\_\_

What were your expectations of the Host Business?

In what ways were your expectations fulfilled or unfulfilled?

Was the Business practice meaningful? Please explain.

Was the supervision adequate/meaningful? Please explain.

Would you recommend this Host Business to future students? Why or why not

Other comments:

Student's Signature \_\_\_\_\_ Date \_\_\_\_\_