

# Internship Program Guide



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Cooperative Work-based Education

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# TMCC Internship Guide

## PURPOSE

The purpose of the internship program is to provide a student the opportunity to supplement course work with practical work experience related to the student's educational program and occupational objective. Internships are an extension to, and application of, classroom instruction through work experience under the immediate supervision of experienced personnel at the business or industry involved. A qualified faculty member directly supervises the student's internship experience by working closely with the student and the employer through telephone contacts, site visitations, an attendance report and evaluation from the student's supervisor.

## STUDENT QUALIFICATIONS AND REQUIREMENTS

Full- and part-time students who are available to work a minimum of 75 hours per credit hour of enrollment are eligible. Participation is limited to students who have finished most of the course work in their major area of study and who are nearing the completion of their degree or certificate program. Students must have a 2.5 GPA or higher to qualify for the internship program. The placement specialist will assist you in evaluating when you are eligible for internship placement. Credit is awarded for the successful accomplishment of specific, individualized occupational learning objectives, work-time requirement and an employer evaluation.

If you are currently working, your employer must agree to enhance your current job responsibilities in such a way that "new learning" will take place during the internship semester. Academic credit will not be awarded to you simply for performing current job duties. Also, the position must be related to your major area of study.

In some programs, internships are a part of the instructional program and are required for graduation. The total number of internship credit hours a student may apply to a degree in a specific instructional program is established by that department. For programs in which internships are not a requirement, an internship may be considered an approved substitute or an elective with the permission of the internship instructor and/or department head. Students enroll in their major area of study (i.e., ACC 290B for accounting, COT 290B for computer and office technology). Enrollment can range from one to eight credits with departmental/program advisor approval. Transferability of these credits is contingent upon approval of the receiving institution.

# Internship Program Enrollment Procedures

NOTE: COPIES OF ALL REQUIRED FORMS EXCEPT THE TMCC REGISTRATION FORM, ARE LOCATED IN THIS GUIDE.

1. Student goes to the TMCC placement specialist (RDMT 315X) and acquires the internship guide.
2. Student reviews the internship guide.
3. Fill out the Internship Program Application form (pg. 7).
4. Student works with the placement specialist to find an employer internship.
5. Register for the appropriate internship course, i.e. \_290B for the desired number of credits.
6. Pay course fees.
7. Placement specialist notifies the respective department as to the internship and the names and phone numbers of the student, company and supervisor.
8. The respective department will assign a faculty member for that internship.
9. The internship instructor will contact the supervisor and assist in the formulation of learning objectives. (pg. 11)
10. The internship instructor will notify student when to start the work experience.
11. The supervisor will assist the student in their work experience and keep an attendance record of hours worked. (pg. 12)
12. The supervisor will complete the Student Performance Appraisal (pg. 13) and discuss this with the student. The original will be submitted to the internship instructor.
13. The student will complete the Student Evaluation of the Internship Program form (pg. 14-15) and submit to the placement specialist. A copy will be sent by the placement specialist to the appropriate instructional dean.
14. The internship instructor will submit all paperwork (pg. 11-13) and the grade sheet or completed “in progress” card to their instructional dean.
15. The instructional dean will forward the completed grade sheet or completed “in progress” card to the admissions and records office. The instructional dean will forward a copy of the Student Performance Appraisal (pg. 13) to the placement specialist.

## CREDIT/HOUR REQUIREMENTS FOR THE INTERNSHIP PROGRAM

1	075	5	375
2	150	6	450
3	225	7	525
4	300	8	600

Students may work more hours than required for assigned credits. However, no extra credit is given for more hours than required unless prior arrangements are made.

# Grading Process

The student's grade will be determined by the internship instructor. It will be based on the attendance report and the student evaluation form submitted by the internship supervisor.

The following grade scale will be used in assigning student grades:

“A” through “F.” Grades A-F with pluses and minuses may be used, except for A+.

“I” The student has not completed requirements at an acceptable level. The student must make arrangements before the end of the semester to complete the course work. Requirements must be complete prior to the end of the next semester. Extenuating circumstances must apply.

“X” In progress.

“W” Withdrawal.

# Student Responsibilities

The student is given the responsibility for most of the work to be accomplished in the internship program. Therefore, they are also held accountable for the listed work to be done on time and in a proper format. The internship program offers the student an opportunity to enhance classroom and lab learning with “working world” experience. For the internship to be successful, the student should be highly self-motivated.

The student's responsibilities are:

- Contact the TMCC placement specialist.
- Read the internship program guide.
- Meet the internship program requirements.
- Work with the TMCC placement specialist to find an employer who will sponsor a student internship. The student must take an active part in the job search. An internship cannot progress until a job (internship) has been confirmed. Do not register for credit hours until an employer is secured.
- Complete the internship program application and develop a resume.
- Complete interviews as required.
- When instructed, report to employer supervisor whom agreed to participate with internship.
- Successfully complete work hours as scheduled.
- Successfully complete the learning objectives.
- Complete the Student Evaluation of the Internship Program form and return to placement specialist.
- Notify instructor immediately of any concerns, problems, etc, if they occur.

# Supervisor Responsibilities

Internships are only as effective as the people working with the student to provide opportunities to gain valuable job experience while being closely supervised, encouraged and carefully directed toward a satisfying learning experience. The internship supervisor plays a crucial role in the success of a student's learning experience.

The internship supervisor's (Employer) responsibilities are:

- Agree to supervise a student(s) in an internship.
- Develop with the assistance of the internship instructor, student learning objectives (page 11). One (1) learning objective per academic credit.
- Work with student in scheduling working (internship) hours.
- Mentor student(s) in successful completion of the learning objectives.
- Maintain an attendance record (page 12) of the hours the student(s) works.
- Complete the Internship Learning Objectives form (page 11) and review with student.
- At the end of each month of the internship, verbally review with the student his/her progress toward successful completion of the learning objectives.
- Turn the attendance record and completed Internship Learning Objectives form into the internship instructor upon completion of required hours.
- Complete the Internship Student Performance Appraisal form (page 13) and review with student.
- Send originals of pages 11-13 to the internship instructor.
- Notify immediately, the internship instructor of any concerns, problems, etc. with student if any occur.

# Internship Instructor Resp.

Internships are only as effective as the people working with the student to provide opportunities to gain valuable job experience while being closely supervised, encouraged and carefully directed toward a satisfying learning experience. The internship instructor plays a crucial role in the success of a student's learning experience.

The internship instructor's responsibilities are:

- Agree to be instructor of record for an internship.
- Assist internship supervisor in development of student learning objectives.
- Notify student when to report to employer supervisor to begin work hours (internship).
- Make at least two site visits during the semester.
- Make at least two phone calls to employer supervisor during the semester to check on student progress.
- Work with employer supervisor in resolving any concerns, problems, etc. if they occur.
- Work with student in resolving any concerns, problems, etc. if they occur.
- Submit originals of pages 11-13 and final grade to their instructional dean.

# Placement Specialist Responsibilities

Internships are only as effective as the people working with the student to provide opportunities to gain valuable job experience while being closely supervised, encouraged, and carefully directed toward a satisfying learning experience. The placement specialist plays a crucial role in the success of a student's learning experience. The placement specialist works in partnership with the student, faculty and employer/supervisor to support the internship process. The placement specialist will provide a centralized location for the internship program.

The placement specialist responsibilities are:

- Answer student and employer questions concerning the internship program.
- Work with interested students in locating an employer willing to provide an internship.
- Work with interested employers in locating students willing to participate in an internship.
- Utilize TMCC Job Board, and any other resources to provide internship positions. The student must play an active roll in locating an internship position.
- Work with students in completing a resume.
- Disseminate Internship forms, guides and fact sheets as necessary.
- Verify students applying for an internship meet the internship program requirements.
- Assist students in completion of the Internship Program Application form.
- Discuss with student those topics on the Student Performance Appraisal form.
- Notify the instructional dean that covers the discipline in which the internship will be completed and forward a copy of the Internship Application forms.
- Maintain records, student appraisal and evaluation forms and complete surveys.

# Instructional Dept Responsibility

Internships are only as effective as the people working with the student to provide opportunities to gain valuable job experience while being closely supervised, encouraged, and carefully directed toward a satisfying learning experience. The instructional department plays a crucial role in the success of a student's learning experience.

The business and computer technologies departments' responsibilities are:

- Promote the internship program through syllabus or classroom announcement.
- Cooperate with the placement specialist as a resource for jobs (internships).
- Provide internship instructors.
- Provide the placement specialist with all forms, fact sheets and guides pertaining to the internship program.
- Submit grades to admissions and records.

# TMCC Internship Program Application

Please print or type

## Student

## Employer

Name

Name

Social Security Number

Supervisor (Employer)

Address

Title

City State Zip

Address

Telephone

City State Zip

Program

Area Telephone

Enrollment Status:  Full Time (12 + hours)  Part Time (1-11 hours)

Number of Hours Worked Weekly \_\_\_\_\_ Hourly Rate \_\_\_\_\_ Work Hours \_\_\_\_\_

Are you currently employed in a field related to your major?  Yes  No

Have you previously enrolled for Internship or Co-op Ed. credit?  Yes  No

Course Number \_\_\_\_\_ Number of Credits Earned \_\_\_\_\_ Date \_\_\_\_\_ Where \_\_\_\_\_

Preference on Faculty Coordinator:

Name \_\_\_\_\_ Dept. \_\_\_\_\_ Telephone \_\_\_\_\_

The following information is for statistical purposes, is confidential and is on a voluntary Basis:

Birth Date \_\_\_\_\_

Gender:  Female  Male

Veteran:  Yes  No

On Veteran's Benefits:  Yes  No

U.S. Citizen:  Yes  No

Resident of:  Nevada  California  Other \_\_\_\_\_

Ethnic Origin:  American Indian  Asian/Pacific  Black  White  Hispanic  Other

Special Need Population:  Financial Need  Physical Disability  Learning Disability  
 Single Parent  ESL  Displaced Homemaker



# List of Action Words for Learning Objectives

ANALYZE quantitative data, statistical data or human social situations  
APPRAISE or evaluate programs, services or performance of individuals  
ARRANGE social functions, events or meetings between people  
ASSUME responsibility for varied duties and job function  
CLASSIFY and sort information into categories  
COMPILE statistical data, facts or information  
COMPLETE in-house training course, correspondence studies, etc. assigned by supervisor  
COORDINATE events involving groups of people  
CONDUCT special meetings and/or training sessions, etc.  
CREATE new systems or processes  
CROSS-TRAIN with different coworkers or supervisors  
MAKE DECISIONS or alternatives within a certain situation  
DEMONSTRATE the ability to perform certain job functions previously unknown  
DELEGATE tasks to others or give responsibility to others on a work team  
DESIGN new systems, forms, plans, processes and/or duties and responsibilities  
DEVELOP a working knowledge of various job processes and/or duties  
EVALUATE a program or judge the performance of a process or individual  
EXAMINE by administering written tests  
EXPLAIN by justifying one's action or making obscure ideas clear to others  
EXPRESS feelings to individuals or to groups  
FIND and research information from various sources or people that can be helpful  
IMPLEMENT new plans, procedures or ideas within the business organization  
IMPROVE skills in shorthand, typing, office machines, etc.  
INCREASE level of output, number of contacts, amount of sales  
INITIATE personal contacts or new ideas and ways of doing things  
INTERPRET other languages or meaning of statistical data  
INVESTIGATE by seeking the underlying causes of a problem  
LEARN the techniques of operating new equipment, new procedures at the job site  
MANAGE the work of others or the processing of information  
MEMORIZE data, lists, etc., that may be necessary on the job  
ORGANIZE certain tasks or information and arrange it in an interpretable form  
PERSUADE by influencing others to see your point of view  
PLAN and organize a project  
QUESTION to obtain information or clarification  
READ and/or review company or product information  
RESEARCH by extracting information from libraries, archives, etc.  
REVIEW by reassessing the effects of a program or performance of an individual  
REVISE present policies, procedures or method of operation  
SCHEDULE meetings, conferences, etc.  
TRAIN to perform in newly assigned job responsibilities  
WRITE correspondence, reports, memos, programs, sales presentations, promotional brochures or sales manuals.

# Examples of Learning Objectives

A quality learning objective, written in behavioral terms should address WHEN the objective should be met, WHAT should be done, HOW the objective is to be accomplished and SHOW HOW the successfully completed objective is to be measured (EVALUATION).

- By December 3 (when) I will have written complete job descriptions (what) for my two immediate supervisors, using existing records and personal interviews (how) and will type the results in a report form (evaluation).
- By March 5 (when) I will have learned the WordPerfect 5.1 program for IBM-compatible PCs (what) by attending two training classes (how) and receiving a certificate of successful completion (evaluation).
- By August 3 (when) I will be able to identify, remove and replace damaged components in 10 different pieces of selected equipment, without error (what), by reading the appropriate repair and maintenance manuals (how) as verified by my job supervisor (evaluation).
- By October 15 (when) I will have written a D.P. program (what) using the “ID” CAM VSAM Access method (how) and will run this program upon request (evaluation).
- By December 9 (when) I will have prepared a company vacation policy manual (what) from information gained from interviews and meetings with my supervisor (how) and will prepare this information in a handout to be given to each employee (evaluation).
- By September 5 (when) I will increase by typing speed by 15 wpm (what) by taking five timed typing tests every day (how) as measured by keeping a record of all my tests during the semester (evaluation).
- By August 3 (when) I will have increased my accounts by five clients (what) by increasing my sales calls (how). Each new client will have submitted at least one order (evaluation).

# TMCC Internship Program Learning Objectives

Please print or type

## Student

## Employer

Name	Name
Social Security Number	Supervisor (Employer)
Address	Title
City State Zip	Address
Telephone	City State Zip
Program	Area Telephone

**Please transfer the learning objectives from your worksheet. Remember to include the four parts for each job-related learning objective:**

- WHAT are you going to accomplish?
- WHEN are you going to accomplish it?
- HOW are you going to accomplish it?
- How will you MEASURE the achieved objective?

These learning objectives will be used during midterm to chart your progress and as a final evaluation at the end of the internship learning experience. Please use the backside of this page or a separate piece of paper if needed to fully describe the objectives.

	RATING
OBJECTIVE 1	
OBJECTIVE 2	
OBJECTIVE 3	
OBJECTIVE 4	

EMPLOYER/SUPERVISOR: At the end of the semester, please use the column marked. RATING to register your evaluation numbers 1 through 4 for each objective listed. The student's grade will be assigned by the college using your Input on this form.

- 4 Very Good: Performance on this objective is consistently above normal expected level of competence.
- 3 Competent: Performance on this objective is at the normal expected level of competence.
- 2 Improvement Necessary: Performance is below minimum acceptable level on this objective.
- 1 The opportunity to act on this objective did not arise.

### SIGNATURES INDICATE AGREEMENT TO ABIDE BY INTERNSHIP PROGRAM GUIDELINES

\_\_\_\_\_  
Student Signature Date

\_\_\_\_\_  
Supervisor/Employer Signature Date

\_\_\_\_\_  
Internship Instructor Signature Date

# Internship Attendance Record

Student Name \_\_\_\_\_

SSN: \_\_\_\_\_

Days of the month	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15		Total Monthly hours
	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	
January																	
February																	
March																	
April																	
May																	
June																	
July																	
August																	
September																	
October																	
November																	
December																	

Total Internship Hours: \_\_\_\_\_

# TMCC Internship Student Performance Appraisal

Student Name	Title
Department	Date of Review
Period Covered From	To

**TO THE EMPLOYER:** In the space at the left, please check the phrase which best describes this worker most accurately. Any additional comments you wish to make will be helpful.

**THE STUDENT IS RESPONSIBLE FOR HAVING THIS FORM COMPLETED AND RETURNED TO THE INTERNSHIP INSTRUCTOR TWO WEEKS PRIOR TO THE COMPLETION OF HIS/HER WORK EXPERIENCE.**

**ATTITUDE and INTEREST**

- Enthusiastic
- Interested
- Satisfactory
- Somewhat indifferent
- Not interested

**QUALITY OF WORK**

- Excellent
- Above average
- Satisfactory
- Below average
- Very poor

**ATTENDANCE**

- Always present
- Seldom absent without good cause
- Occasionally absent
- Frequently absent

**ADAPTABILITY**

- Excellent team member
- Good team member
- Cooperates satisfactorily
- Has difficulty with others
- Antagonizes other workers

**QUANTITY OF WORK**

- Usually high output
- More than expected
- Satisfactory
- Less than expected
- Below minimum standards

**PUNCTUALITY**

- Always on time
- Seldom late without good cause
- Occasionally late
- Frequently late

**COMMENTS:** Any strength or weakness shown by the student/trainee.

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**THIS EVALUATION HAS BEEN EXPLAINED TO ME:**                       I agree                       I disagree

Student Signature	Date	Supervisor/Employer Signature	Date
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# Student Evaluation of the TMCC Internship Program

In a sincere effort to upgrade the quality of the internship program, it is important that we obtain an honest evaluation of your experience with the program. Be assured that your evaluation will be confidential. Your responses to the following questions are sincerely appreciated and your input is important.

Student Name	Phone Number
Social Security Number	Area of Study
Intern Semester	Year

How did you hear about the internship program?  
\_\_\_\_\_  
\_\_\_\_\_

Why did you choose internship?  
 Earn credit    Explore field    Gain experience    Job opportunity    Requirement

Location of your internship work experience:

Company	Address
City/State/Zip	Supervisor's Name
Your Title	Your Wage (\$ per hour)

Were you employed in this job BEFORE enrolling in the internship program?  Yes  No  
Did your internship experience result in a pay raise, promotion, advancement or other benefit?  
 Yes  No

Please explain.  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Do you feel your internship experience helped prepare you to enter the job market?  Yes  No  
Please explain.  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

# Student Evaluation of the TMCC Internship Program, cont.

Do you feel the internship was a benefit to you? \_\_Yes \_\_No Please explain.

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What do you feel you gained from your experience in the following areas.

Skills

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Attitudes

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Work Habits

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---

Knowledge

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Other Comments

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Was assistance readily available from your instructor? \_\_Yes \_\_No Please explain.

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Do you have any additional comments?

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**Thank you for your cooperation. Please sign and return this evaluation to the placement specialist.**

Student signature \_\_\_\_\_

Date \_\_\_\_\_