

University of Central Arkansas

College Student Personnel Services and Administration

Internship Manual

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Purpose of Manual

The purpose of this manual is to provide the student and supervisor with the guidelines and expectations for the internship experience. Required forms, deadline dates, and evaluation procedures also are included in this manual.

Overview

The internship course is designed to provide on-site professional experiences in a specific college or university office. Ideally, the internship will provide a theory to practice experience in a real work setting. Between scheduled classroom meetings and on-site supervised work, students will be required to complete 300 contact hours for the three (3) hour credit course .

The internship experience allows students the opportunity to practice the application of theory and apply the knowledge acquired through academic preparation. Experience at the sites not only draws on course work offerings, but also makes possible the integration of course work and prior experiences from both undergraduate and graduate school, in the development of professional skills.

The internship is an in-depth supervised work and study experience based on the student's abilities, expertise, and knowledge and career goals and the student will be expected, under the supervision of the department, to complete a major project. The student should have a degree of responsibility for planning, directing and evaluating his/her progress and development as a professional through the completion of operational assignments. The desired result of the course is to stimulate good judgment and sound decision-making while improving problem solving, communication, human development and relationship building skills.

The internship experience is included as part of the CSPA program of study for several reasons. First, it serves as one of the final segments of the formal education process. The experience, following the in-class instruction, provides the finishing touches for the CSPA student about to enter the profession. Second, entry into the job market usually requires experience on the part of the applicant. The internship helps the CSPA student meet this experience requirement. Finally, the internship often serves as a stepping-stone to employment. Sometimes the student is hired by the agency with which the CSPA student has worked. At other times, the CSPA student networks with professionals in the field and makes valuable contacts that sometimes lead to employment opportunities.

During internship, in addition to completing the requisite number of hours, students must also complete periodic reports to the Internship Coordinator (IC) plus attend meetings and complete a final report. The on-site supervisor will complete two evaluations of the intern during the experience. The IC may require other assignments or duties. The IC is responsible for assigning grades for the classes. Grades will be based on assignments,

attendance at meetings, evaluation of performance, completion of contact hours, and any other pertinent criteria.

General Information

Prerequisites: Students participating in a internship should have completed a minimum of 21 hours of credit in the CSPA program before enrolling in the course. Exceptions to this requirement can be made at the discretion of the Program Coordinator.

Required Hours: Supervisors are not obligated to grant requests for time off. Days that were planned for work, but turn into absences do not count toward the experience credit hours. Days spent at professional conferences or meetings as part of the experience are credited toward the class and are encouraged as part of the experience.

Grading Policies: The IC will assign a grade for each experience. The grade earned will be based on performance during the experience. The Internship Coordinator will weigh heavily the recommendations of the on-site supervisor in assigning grades; however, turning in evaluation forms, bi-monthly reports, learning goals, and other assignments to the IC on time and maintaining communication with the IC throughout the semester will also be a factor in determining the final grade earned.

Application Process: The internship application is found in APPENDIX A of this guide. Refer to the APPENDIX for application deadlines. Students must attend a designated meeting with the IC to discuss all aspects of the internship the semester prior to the scheduled experience. Students must schedule this meeting with the IC.

Site Location: It is the responsibility of students to locate an appropriate internship site that will be germane to their course of study and personal interests. Students should begin securing an internship site in the second semester of their first year. The Internship Coordinator will recommend sites that have previously been utilized by the University of Central Arkansas and have proven to be excellent learning experiences. There is a wide range of opportunities available, but the selected site must be approved by the IC. Refer to the steps below for locating an internship site.

Goals and Objectives of an Internship

- I. To provide students with the opportunity to integrate and connect academic materials to the world of the practitioner, while building professional skills in a university (student affairs) setting.
 1. To acquire leadership experience in a professional setting by participation in daily operations and by planning and implementing a major project.
 2. To gain an overview of a specific department, including its organizational structure, culture, philosophy, student relations, staffing and personnel patterns, administration policies, and budgeting processes.

3. To gain experience with communication skills: writing memos, reports, or proposals, speaking to individuals and groups, attending meetings or programs, and computer communications, as applicable.
 4. To acquire experience in applying concepts of student development and education by maintaining appropriate professional relationships with co-workers and university students.
- II. To provide an opportunity for the student to learn from a qualified and experienced professional in the field that can facilitate the learning process and assist in identifying student strengths and weaknesses.
1. To identify an appropriate path for professional development.
 2. To provide a consistent level of professional supervision, guidance, and evaluation.
 3. To place students with supervisors who have an earned degree in a related field of study and significant work experience.
- III. To provide the university department with unique opportunities of sponsoring an internship student.
1. To provide an entry level professionally trained personnel resource for a specifically designated period of time.
 2. To provide the opportunity for the department and the supervisor to develop their own profession by contributing to the training of a future colleague.
- IV. To provide young professionals with an opportunity to develop applied skills
1. To maintain current knowledge of practical situations encountered in the professional practice.
 2. To receive feedback for potential curriculum development.

Student role in relation to professional conduct

1. Become familiar with and adhere to departmental policies and practices, as do other professional employees.
2. Neat and clean grooming and dress that is appropriate for the job tasks to be performed are necessary at all times.
3. Arrange mutually agreeable work assignments with their on-site supervisor.
4. Perform assignments and responsibilities to the best of your ability.
5. Consult your on-site supervisor if you encounter a problem.
6. Work the agreed upon hours, including weekend, holiday, or evening hours.
7. Take opportunities presented to develop professional skills and abilities. Integrate this learning with previous knowledge.
8. Follow the policy and duties outlined by the department, meeting all scheduled commitments and arrangements made in connection with internship assignments.

9. Share your ideas and knowledge with department personnel.
10. Be supportive of the department's leadership and programming methods.

Student role in relation to program expectations

1. Attend scheduled meetings with the Internship Coordinator for internship the semester prior to your participation.
2. Know what is expected of the internship as outlined in this guide.
3. Know the due dates for assignments and submit them accordingly.
4. Maintain personal copies of reports submitted to the IC.
5. Contact the IC if questions arise which require clarification.
6. Arrange a visit from the IC with you and the on-site supervisor at your internship site to discuss the progress of the internship. Phone contact will be used when site visits are not feasible.
7. Inform the IC of any significant problems at the internship site.

Student Role in relation to personal arrangements

1. Register and pay fees for course credits.
2. Make arrangements for food, housing transportation to and from the internship site, and other living expenses.
3. Make arrangements for any salary, stipend, or scholarship with the internship/ site you select. Level and rate of payment is up to the internship site, and is not required by the university.

On-Site Supervisor Role

1. Have initial conference with the student to determine what type of learning experience will be mutually beneficial and rewarding and will provide challenge, growth, and success for the student.
2. Review student-developed goals and objectives to verify their feasibility of achievement within the facility. Goals and objectives that cannot be achieved within the facility should be returned to the student for revision. It is not the role of the on-site supervisor to draft the student's goals and objectives; this is the student's responsibility.
3. Indicate acceptance of the student as an intern by completing the Internship Agreement forms found in APPENDICES B and C of this guide.
4. Consult with the IC as necessary. Most communication will be completed by phone or e-mail because of limited resources.
5. Prepare the department personnel for the arrival of the intern to encourage integration at all appropriate levels as a fully functioning professional participant in activities, projects, and programs.
6. Orient the student intern to the culture, values, philosophy, policies, programs, services provided, and instruct student on personnel policies.

7. Provide the student with exposure, if applicable, to various testing protocols, teaching/assisting students, assessing appropriate variables, as well as any business aspects of the department that will allow the intern to become completely familiar with all aspects of the facility operations.
8. Confer with the student at least once a week to arrange schedules, discuss work performance and to analyze problems and progress.
9. Complete midterm and final evaluations of the performance of the student. The on-site supervisor will need to complete the midterm evaluation approximately 10 days prior to the deadline for midterm grades. The on-site supervisor will need to complete the final evaluation at the end of the internship. This evaluation should be turned in no later than a week prior to finals. NOTE: The midterm and final evaluations are professional documents. If the on-site supervisor prefers to type the responses, a copy of the evaluation can be distributed through e-mail upon request.
10. Sign the log sheet, which enumerates the hours worked by the intern.
11. Inform the IC of any concerns with the progression of the internship.
12. Cooperate with the university in evaluating the internship program and provide input into the curricular development process. Suggestions to better prepare student interns are welcome and desired.

Internship Coordinator Role:

1. Monitor the student's experience and be available for consultation with either the student or on-site supervisor. This may in some cases be shared with other faculty on assigned bases and will generally be done by phone or e-mail.
2. Oversee the student's curricular program to ensure the student has adequate preparation prior to the internship.
3. Assist the student intern in preparing for the internship by clarifying the procedures, describing the application process and reviewing the student's resume, cover letter, and goals and objectives.
4. Advise the student in identifying, evaluating, and selecting an internship site.
5. Advise on-site supervisor on internship procedures and the selection of acceptable internship assignments.
6. Serve as liaison between the student and the department if needed.
7. Upon completion of the internship, review all assignments and documentation submitted by the student intern, and based on this information, assign the student intern a final grade.
8. Teach CSPA 6365 and CSPA 6370.

Steps in Finding Your Internship

The following are the steps you should follow in selecting and obtaining your internship. Students who carefully follow these procedures should have little difficulty in finding a beneficial internship experience. The university internship coordinator will be happy to

answer any of your questions and give you additional suggestions. Work closely with the coordinator and take advantage of the help.

Step 1: Decide in what area of student development you want to obtain more experience and knowledge

Many students are not at all sure what setting they wish to enter. Some have two or three that they find equally interesting while some would consider a job in almost any area. It is important that you now try to narrow your interest to one setting. Thought should be given to the specific goals and objectives you want to accomplish during the internship experience. Some goals and objectives can be better accomplished at one facility than another, so it is important for the student to have an idea or purpose as the internship site is being selected.

Step 2: When to begin your search

Fill out internship application in APPENDIX A of this guide.

When should you begin? Because the internship is completed during the summer semester, after the first year of coursework, you must begin looking for an appropriate site early in the semester in the program. You must begin looking for an internship site during the second semester of the first year. Once you have located several possible sites, discuss the options with the IC. If a site is a new internship site for the CSPA program, the IC will make the initial contact with the site. If it is a site previously used, the IC will authorize you to make contact with the department. After you receive approval to contact various sites, you should send out letters of inquiry to the sites. The sites will then contact you for an interview. It is necessary that you have the internship coordinator review the letter of inquiry prior to mailing. By mailing early, most students will be able to have firm commitment by the time of registration for the semester of the internship. Procrastination can cause you to have difficulty getting the internship you really want.

Step 3: Where to look for your internship

You should be able to have the best internship experience possible, so there is no geographical limit on where you complete your internship. If it is a new site for UCA, the university IC will contact the person in charge at that site and discuss the experience. We do reserve the right to approve all internships and if the university IC feels the site will not provide an appropriate educational experience, the student will be advised to find another site. This situation may be avoided by working closely with the IC throughout the process. Personnel at many prospective universities are not familiar with the internship program at UCA or with the internship process in general. A letter of introduction may be used to inform the other university's department about the program. It should help to answer many of the questions that may arise.

Where do you find your site? This usually comes from one of four sources: 1) from contacts that the individual student has -- someone you know or someone a friend or

relative knows; 2) from talking with other students about where they have interned or plan to intern; 3) from the list of previous sites or from the university IC; or 4) from on-line databases of internship offered throughout the U.S. offering a variety of learning experiences.

Step 4: You have one opportunity to make a "good first impression!"

Your letter of inquiry may be the first contact the prospective internship department has with you, and if the letter is not impressive and professional, it will often be the last impression as well. These departments may receive many requests for internship opportunities, have time to interview only a few, and can select only the best. To get to the second step, the interview, it is crucial that your letter help you make a "good first impression" when you are inquiring about internship opportunities. Any department may refuse a student an internship; therefore it is important for the student to prepare and present him/herself in a professional manner.

Following a discussion with the IC, students must contact any department with which they have decided not to work. A short letter thanking the department leader for their time is appropriate and helps maintain a good professional image with the department.

Step 5: Mailing your inquiries and following up:

Once your letters are prepared, you are to submit them to the IC for approval. Upon approval, mail to the sites you have selected. The following are some suggestions that you should follow:

1. Select three sites that you would most prefer. It would be wise to check about the suitability of these sites with the IC before resumes are mailed.
2. Send a letter of inquiry along with your resume to each of the three sites you chose. This should be done the semester before you plan to intern.
3. Be certain you send these to the person who is the leader of the department. If you do not know who that is, call the department or ask the IC to find out.
4. One week later, CALL THAT PERSON to be certain your material was received. At that time you should have a good idea of their interest. YOU MUST CALL IF YOU WANT THE INTERNSHIP.
5. If one of your sites indicates that they are not interested at this time, send a letter thanking them for their time, and send out an additional letter to another site.

Step 6: Schedule interview:

After phone contact has been established with the department, a meeting or interview should be arranged between the student and the on-site supervisor, so that both can judge the appropriateness of the internship placement. Any department may refuse a student an internship; therefore it is important for the student to prepare and present him/herself in a professional manner. Following a discussion with the IC, students must contact any department with which they have decided not to work. A short letter thanking

the department leader for his/her time is appropriate and helps maintain a good professional image with that department.

Step 7 - Sealing the bargain!

Once you and the department have reached an agreement -- they want you as an intern and you want to intern there -- you must have them complete the Internship Agreement forms found in APPENDICES B and C of this guide.

The Site Description: If we have had interns at the site in the past, we will already have a description in the university internship/coordinator's notebook and another will not be necessary. If it is a new site, the coordinator will check the site description and will call and talk with the person in charge at that site. It is at this point that the coordinator approves or disapproves the internship site. For the site to be acceptable, the experiences available at the site must be both appropriate and educational in nature. The Site Agreement Description form is found in APPENDIX D of this guide. When the form is completed and the internship application is completed, the student may register for the internship.

Description of Assignments and Documentation

Letter of Inquiry:

The letter of inquiry is an indication of the skills you possess, and is a standard portion of the application process for professional positions. It is important that this document be painstakingly perfect, as you would submit for your first career position. This can assist the on-site supervisor in determining what areas of growth are appropriate for an individual; which skills have been built at the foundation level, where additional training is needed, and where a student requires minimal guidance.

There is not a required format for the letter; however, it should communicate your skills and background in a clear and professional manner. If assistance is desired in developing this document, you may wish to schedule an appointment with Career Services located in Bernard 314 (450-3134). The resume is to be submitted to the IC prior to mailing.

Goals and Objectives:

The ability to establish goals and objectives as well as prioritize is a key element in the successful completion of an internship experience. Begin your goal setting assignment with a brief description of your preparation for the internship you desire, and indicate how the internship can contribute to your professional career goals. It is easy to get caught up in day-to-day activities of an operation, which always seem to demand immediate attention. These activities can draw attention away from those tasks and activities that might be more important to the core of the learning experience. A list of goals and objectives serves to pull us back on task as we deal with routine disruptions. Goals are brief written statements that express broad philosophical intentions or values. Often it may be impossible to achieve them fully, yet they serve to remind the student of his/her intended purpose and priorities in the internship. Remember your goals submitted for review should reflect the statements of intent that are attainable within a predetermined period of time, and the completion is observable and measurable. An objective is more detailed, action-oriented subdivision of a goal (steps needed to accomplish goal). An example of a goal and its related objective is:

Goal: To develop a better understanding of the student judicial process.

Objectives:

1. Review the student handbook.
2. Review the student judicial process.
3. Sit in on numerous judicial hearings.
4. To administer a student development assessment and conduct a follow-up session with a student that has gone through the judicial process.
5. Collect and review data on previous student judicial hearings and attempt to determine effectiveness of program.
6. Write up findings and recommendations to Director of Housing.

Rank the goals according to importance, and then rank the objectives under each goal. Decisions can be made to add or drop certain goals and objectives for a variety of reasons. The decisions to add, revise, or drop goals or objectives are much easier if goals are prioritized. Develop up to four learning goals with at least three objectives for each goal, based on your previous preparation and career goals. The on-site supervisor and the IC will assess whether the goals are realistic and achievable. The final list of goals and objectives are to be submitted in proper typed form to the IC by the end of the first week of the internship.

Midterm Evaluation Report:

The on-site supervisor completes the midterm evaluation report. This evaluation can assist in pointing out strengths and weakness of student interns in their professional capacity. Every practitioner should have a professional development plan, since no one is perfect. Areas of development should be indicated on this evaluation, not necessarily indicating remedial work, but opportunities for professional advancement. If there are

areas where additional work is needed, the midterm evaluation can serve as an opportunity to identify these areas. This may be the time to re-prioritize internship goals and objectives, or tasks to be completed if necessary. For areas where the student is excelling, the midterm evaluation provides the opportunity to make note of these accomplishments and their importance to the organization. A copy of the midterm evaluation report is found in APPENDIX D of this guide.

Final Evaluation Report:

The on-site supervisor completes the final evaluation report. This evaluation is based on the intern's performance during the entire internship. The evaluation should be directly related to the mid-term evaluation report. If an intern has improved, this should be noted or if an intern has failed to improve this should be documented. The final evaluation should point out the intern's strengths and weaknesses in their professional capacity. Again, every practitioner should have a professional development plan, since no one is perfect. Areas of development should be indicated on this evaluation, not necessarily indicating remedial work, but opportunities for professional advancement. A copy of the final evaluation report is found in APPENDIX E of this guide.

Major Project Outline:

For the internship, the student selects, with the guidance of the on-site supervisor, a major project for which she/he has total responsibility. The desired results are a contribution to the agency and to the stimulation of good judgment, sound decision-making, problem solving, communication, human development and relation building skills for the student. Major projects come in a variety of forms, and will depend somewhat on the particular student intern and department involved. The major project should mutually benefit the department and the student and should be approved by the on-site supervisor and the IC. Often times department leaders can provide ideas from which a student intern can select an individual project.

Examples of projects have included designing and implementing programs for students such as an anger management program, a brochure for a new program, creating a web page, publishing a newsletter, planning and conducting an incentive program for exiting activities, or organizing a mini-conference on a particular student development topic. Other possibilities might include development of a new marketing strategy, conducting a survey, or an extensive student development needs assessment.

The form for major project outline is found in APPENDIX F of this guide. The student should address the questions on the form either by printing on the form, or by typing a separate response sheet. These responses should be signed by the on-site supervisor, and returned to the IC no later than the fourth week of the internship.

Evaluation of Major Project:

It is important to reflect on the activities, which are undertaken in order to recognize what has been learned. These evaluation questions can serve as a guide for gathering thoughts regarding the major project. The report should be typed and submitted to address the questions on the form found in APPENDIX G of this guide. There is not a

length requirement for this paper; however, the responses should indicate reflection and thoroughness in consideration to the questions. On the average these reports are 4-6 pages. This evaluation is in addition to the tool, which you decide to use through the facility agency to determine your project's success.

Final Report:

At the conclusion of the internship, all student interns must write a concise description of what was learned during the internship. Interns should also include in this description their opinion of their particular internship experience and whether or not he/she would recommend that future students complete an internship with this department. The report is to be typed, double spaced, and turned in to the IC at the completion of the internship. There is no set length to the report, but approximately 2 pages of text would probably be appropriate. Guidelines for the final report are found in APPENDIX H of this guide.

Log Sheet:

All students must document the number of hours worked each week using the form found in APPENDIX J of this guide.

APPENDIX A

**APPLICATION FOR STUDENT INTERNSHIP
COLLEGE STUDENT PERSONNEL SERVICES & ADMINISTRATION
UNIVERSITY OF CENTRAL ARKANSAS**

NAME _____ DATE OF APPLICATION _____

APPLICATION FOR: FALL _____ SPRING _____ SUMMER _____

LOCAL ADDRESS _____

CITY STATE ZIP

LOCAL TELEPHONE NUMBER _____

EMAIL ADDRESS _____

PERMANENT ADDRESS _____

CITY STATE ZIP

TOTAL CREDIT HOURS (AT END OF CURRENT SEMESTER) _____

AREA(S) OF INTEREST:

_____ FINANCIAL AID

_____ HOUSING

_____ WELLNESS

_____ RESIDENTIAL COLLEGE

_____ CAREER SERVICES

_____ ATHLETIC ACADEMICS

_____ ADVISING

_____ GREEK LIFE

_____ STUDENT DEVELOPMENT

_____ RECREATION/INTRAMURALS

_____ UNIVERSITY COLLEGE

_____ CO-OP

_____ OTHER

_____ INTERNATIONAL PROGRAMS

INTERNSHIP SITE PREFERENCES:

DEPARTMENT NAME: _____ PHONE: _____

ADDRESS: _____

REASONS FOR INTEREST IN DEPARTMENT:

-
DEPARTMENT NAME: _____ PHONE: _____

ADDRESS: _____

REASONS FOR INTEREST IN DEPARTMENT:

-
DEPARTMENT NAME: _____ PHONE: _____

ADDRESS: _____

REASONS FOR INTEREST IN DEPARTMENT:

-

DATE

STUDENT SIGNATURE

DATE

ADVISOR'S SIGNATURE

APPENDIX B
INTERNSHIP AGREEMENT
College Student Personnel Services & Administration
University of Central Arkansas

I, _____, agree to accept an internship position for the ___fall
___spring ___summer semester of _____(year) with the
_____ department. My on-site supervisor will be
_____. The internship will consist of 300 contact
hours and will begin _____ and end _____.

During the internship, I will take full responsibility for meeting my program requirements and completing all assignments. I will abide by all policies and guidelines established by the program, UCA, and the internship site, and will conduct myself in a mature, professional manner while performing my duties and completing all assignments.

Additional Requirements:

(Student)

Date _____

(On-Site Supervisor)

Date

(Program Coordinator)

Date

Appendix C

INTERNSHIP MEMORANDUM OF AGREEMENT

This agreement is made this _____ day of _____

between _____

(hereinafter referred to as the INSTITUTION) and the **College Student Personnel Services and Administration program at the University of Central Arkansas** (hereinafter referred to as the PROGRAM). This agreement will be in effect for a period of time

from _____ to _____.

Student's Name: _____

Site Phone: _____ **Home Phone:** _____ **Work Phone:** _____

Site Name: _____

Site Address: _____

Consenting On-Site Supervisor: _____

Purpose: The purpose of this agreement is to establish an internship experience for a qualified PROGRAM graduate student in the field of Student Affairs.

The PROGRAM shall be responsible for the following:

1. Identifying students who have completed the required prerequisites for the Practicum/Internship experience.
2. Providing the INSTITUTION with a copy of the internship guide that clearly delineates the responsibilities of the PROGRAM, the INSTITUTION and the student.
3. Identifying a qualified faculty member (University Supervisor) to work with the INSTITUTION in coordinating the Internship experience. Informing the student of the requirement to adhere to the administrative policies, rules, standards, schedules, and practices of the INSTITUTION.
4. Requiring the INTERNSHIP STUDENT to purchase student proof of any required insurance including health and civil liability coverage.
5. The INTERNSHIP STUDENT may be required to make a case presentations about their work in the INSTITUTION. .

6. Awarding the student's final grade. The PROGRAM gives considerable weight to the evaluation of the INTERNSHIP STUDENT provided by the INSTITUTION supervisor in the grade determination.

The INSTITUTION shall be responsible for the following:

1. Providing an orientation to the student that fully describes the INSTITUTION and its policies, procedures and services provided. The orientation should describe the student's expected role in the INSTITUTION.
2. Identifying a qualified INSTITUTION site supervisor.
3. Providing the opportunity for the INTERNSHIP STUDENT to engage in a variety of appropriate activities under supervision. A CONTRACT specifying the duties the INTERNSHIP STUDENT will be perform and estimating the time spent in each activity will be developed by the INTERNSHIP STUDENT and on-site supervisor. The CONTRACT will be signed by the INTERNSHIP STUDENT, on-site supervisor and university supervisor. As a minimum the CONTRACT must define the number and type of direct service hours/week the NTERNSHIP STUDENT will perform;
4. Providing a minimum of 300 clock hours of experience for the STUDENT.
5. Providing a minimum of one hour per week of individual supervision delivered by a qualified on-site supervisor.
6. Providing the opportunity for the INTERNSHIP STUDENT to become familiar with a variety of professional activities..
7. Preparing a formal evaluation of the INTERNSHIP STUDENT's performance by the on-site supervisor. This evaluation will be used as a major factor in the evaluation of the INTERNSHIP STUDENT by the university supervisor. The results of the university supervisor's evaluation will be communicated to the on-site supervisor.

Financial Agreements: Financial stipulations may vary from one INSTITUTION to another. If a financial stipulation is to be provided, it is stated in a separate agreement and approved by the INSTITUTION, INTERNSHIP STUDENT and UNIVERSITY.

Termination: It is understood and agreed upon by the parties hereto that the INSTITUTION has the right to terminate the Internship experience of the student whose health status is detrimental to the services provided bythe INSTITUTION. Further, the INSTITUTION has the right to terminate the Practicum/Internship if, in the opinion of the supervisor, the INTERNSHIP STUDENT's behavior is detrimental to the operation of the INSTITUTION. Such action will not be taken by the INSTITUTION until the issues involved have been discussed with the INTERNSHIP STUDENT and university supervisor.

The names of the responsible individuals at the two institutions charged with the implementation of this memo are:

UNIVERSITY SUPERVISOR (typed)

INSTITUTION SUPERVISOR (typed)

UNIVERSITY SUPERVISOR 'S SIGNATURE

INSTITUTION' SUPERVISOR'S SIGNATURE

I agree to the terms of this Memorandum of Agreement and will abide by the policies and procedures of the INSTITUTION.

INTERNSHIP STUDENT'S NAME (typed)

INTERNSHIP
STUDENT'S SIGNATURE

**APPENDIX D
INTERNSHIP SITE DESCRIPTION
College Student Personnel Services & Administration
University of Central Arkansas**

Name of Department: _____

Person Completing Form: _____

Title: _____

Address: _____

Phone Number: _____

E-Mail Address: _____

Internship Site Information:

- 1. Please provide a general description of the responsibility and mission of your department?**

- 2. How many full-time and part-time employees in your department?**

- 3. Name and title of employee(s) that will supervise the intern.**

- 4. Please provide a general description of the duties you may expect of an intern. (NOTE: Students must complete 300 contact hours for an internship experience.)**

APPENDIX E

**STUDENT MIDTERM EVALUATION REPORT
INTERNSHIP EXPERIENCE
College Student Personnel Services & Administration
University of Central Arkansas**

To be completed by the Department Leader and mailed to the Program Coordinator at the address at the bottom of the page. (If you prefer the student to hand deliver it, please make sure it is in a sealed envelope!)

Name of Intern:

Date:

Supervisor:

Agency:

Signature of Supervisor _____

Please use the following letters to summarize the performance of the intern. The letters correspond to the normal grading scale.

- A Outstanding; exceptional in performing the responsibilities assigned and takes initiative in finding work to be done on his/her own.**
- B Commendable; does a good job in performing the responsibilities assigned.**
- C Acceptable; good; met the minimal requirements and expectations, acceptable performance.**
- D Marginal; fair; did not meet minimal requirements and expectations a majority percentage of the time, did not extend oneself.**
- F Unsatisfactory; poor; regularly failed to meet minimum expectations.**

Place the letter symbols from above in the blanks provided to reflect your assessment of the intern's performance. Also, please use +/- along with the letters where appropriate.

- _____ 1. Relationships with students (respect, tact, insight, empathy, courtesy).
- _____ 2. Attendance and punctuality (regular attendance, promptness at meetings)
- _____ 3. General responsibility (dependability, fulfills obligations and achieves objectives)
- _____ 4. Quality of work (organized, thoroughly sound decision)
- _____ 5. Communication (oral and written communication, completion of forms/reports, command of language)
- _____ 6. Knowledge of department (understands mission and goals)
- _____ 7. Cooperation (utilizes positive and cooperative attitude with supervisor and co-workers)
- _____ 8. Individual initiative (finds tasks to do on own, looks for creative ways to help department)
- _____ 9. Flexibility (willingness to accept unexpected responsibilities/ability to adjust to unexpected challenges)
- _____ 10. Resourcefulness (meets new and/or difficult situations adequately)
- _____ 11. Professional appearance (appropriately and neatly dressed and groomed)
- _____ 12. Emotional control (poise, self control)
- _____ 13. Enthusiasm (evidence of liking to work with students, zeal and eagerness)
- _____ 14. Sense of humor (ability to appreciate amusing situations and laugh at one's self)
- _____ 15. Judgment (problem solving and decision making)

If any letter assigned was a C or below. Please explain more fully in the space provided.

General Comments on Intern:

Return to: Dr. Charlotte Cone
Internship Coordinator
College Student Personnel Services & Administration
University of Central Arkansas
Mashburn Hall, Rm 221
Conway, AR 72035
(501) 450-5303
ccone@uca.edu

APPENDIX F

**FINAL EVALUATION REPORT
Internship Experience
College Student Personnel Services & Administration
University of Central Arkansas**

To be completed by the Departmental Supervisor at the end of the internship and mailed to the Program Coordinator at the address at the bottom of the page. (If you prefer the student to hand deliver it, please make sure it is in a sealed envelope!)

Name of Intern:

Date:

Supervisor:

Agency:

Signature of Supervisor _____

Please use the following letters to summarize the performance of the intern. The letters correspond to the normal grading scale.

- A Outstanding; exceptional in performing the responsibilities assigned and takes initiative in finding work to be done on his/her own.**
- B Commendable; does a good job in performing the responsibilities assigned.**
- C Acceptable; good; met the minimal requirements and expectations, acceptable performance.**
- D Marginal; fair; did not meet minimal requirements and expectations a majority percentage of the time, did not extend oneself.**
- F Unsatisfactory; poor; regularly failed to meet minimum expectations.**

Place the letter symbols from above in the blanks provided to reflect your assessment of the intern's performance. Also, please use +/- along with the letters where appropriate.

- _____ 1. Relationships with students (respect, tact, insight, empathy, courtesy).
- _____ 2. Attendance and punctuality (regular attendance, promptness at meetings)
- _____ 3. General responsibility (dependability, fulfills obligations and achieves objectives)
- _____ 4. Quality of work (organized, thoroughly sound decision making)
- _____ 5. Communication (oral and written communication, completion of forms/reports, command of language)
- _____ 6. Knowledge of Department (understands mission and goals)
- _____ 7. Cooperation (utilizes positive and cooperative attitude with supervisor and co-workers)
- _____ 8. Individual initiative (finds tasks to do on own, looks for creative ways to help agency)
- _____ 9. Flexibility (willingness to accept unexpected responsibilities/ability to adjust to unexpected challenges)
- _____ 10. Resourcefulness (meets new and/or difficult situations adequately)
- _____ 11. Professional appearance (appropriately and neatly dressed and groomed)
- _____ 12. Emotional control (poise, self control)
- _____ 13. Enthusiasm (evidence of liking students, zeal and eagerness)
- _____ 14. Sense of humor (ability to appreciate amusing situations and laugh at one's self)
- _____ 15. Judgment (problem solving and decision making)

If any letter assigned was a C or below. Please explain more fully in the space provided.

Professional Potential:

If your department had a vacancy for which this intern qualified as a candidate, which one of the following would you do? (X the appropriate blank)

- | | |
|-------|---|
| _____ | 1. Recruit this intern as an outstanding candidate. |
| _____ | 2. Consider this intern as an acceptable candidate. |
| _____ | 3. Consider this intern as an unacceptable candidate. |

If the course grade depended totally on your evaluation of the work of the intern at your agency, what grade would you give this intern (A, B, C, D, or F)?

Additional Comments:

**Return to: Dr. Charlotte Cone
Program Coordinator
College Student Personnel Services & Administration
University of Central Arkansas
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APPENDIX G
MAJOR PROJECT OUTLINE
(INTERNSHIP)

What is the proposed project?

What need has been expressed for this type of project? Who will benefit from this project?

What is the major goal(s) of this project? Identify the corresponding objectives.

How will this project contribute to your internship experience?

Develop a time-line indicating when work will begin on the project, when the project will be completed (including the evaluation or follow up required), and the major steps, which must occur between these points in time for success.

How (other than personal intuition) will you evaluate the success of this project?

Student Signature Date

On-Site Supervisor Signature Date

APPENDIX H

EVALUATION OF MAJOR PROJECT

1. What was your role in the planning of this project?
2. What equipment, supplies, skills, or knowledge was needed to organize your work?
3. Was the project successful? What was its biggest success?
4. What difficulties did you encounter? Looking back, could these have been avoided, or were they just part of the process?
5. Did the project achieve its goal/s and objectives?
6. Did the project meet your expectations? Should it be done again?
7. If the project were done again, what changes/modifications would you make?
8. What did you learn from working with this project?

APPENDIX I
FINAL REPORT

The following are some of the areas that the report should address.

A. Title Page should include:

Date,
Name of student,
Name of Department and supervisor, and;
Course code and section

B. Brief description of the department for the internship experience:

This should include not only the main purpose and objectives of the department, but also a brief description of the students served (number, age, sex, social/ethnic background, special characteristics, etc.) as pertinent.

C. Description of significant experiences:

A description of the most significant experiences of the internship should be included; describing any special projects worked on or any other special learning experiences.

D. Student Self-Evaluation:

Goals and objectives, accomplishments, strengths, shortcomings, future career interests, and other pertinent information should be addressed in this section.

E. Agency Evaluation:

Evaluate your internship site. Was this a good site? Were you able to gain valuable experience or make valuable contacts? Would you recommend this department to future interns? What were your most valuable experiences?

F. Recommendations to the Program Coordinator for improvements to the internship course:

Include any comments or suggestions you may have that might help CSPA in improving the quality of the internship program.

APPENDIX J

INTERNSHIP HOURLY LOG SHEET
College Student Personnel Services & Administration
University of Central Arkansas

Name:

List the dates and the number of hours worked.

Week of:
Weekly Total Hours _____

_____ **Mon.** _____ **Tues.** _____ **Wed.** _____ **Thurs.** _____ **Fri.**
_____ **Saturday** _____ **Sunday**

Week of:
Weekly Total Hours _____

_____ **Mon.** _____ **Tues.** _____ **Wed.** _____ **Thurs.** _____ **Fri.**
_____ **Saturday** _____ **Sunday**

Week of:
Weekly Total Hours _____

_____ **Mon.** _____ **Tues.** _____ **Wed.** _____ **Thurs.** _____ **Fri.**
_____ **Saturday** _____ **Sunday**

Week of:
Weekly Total Hours _____

_____ **Mon.** _____ **Tues.** _____ **Wed.** _____ **Thurs.** _____ **Fri.**
_____ **Saturday** _____ **Sunday**

Week of:
Weekly Total Hours _____

_____ **Mon.** _____ **Tues.** _____ **Wed.** _____ **Thurs.** _____ **Fri.**
_____ **Saturday** _____ **Sunday**

Week of:
Weekly Total Hours _____

_____ **Mon.** _____ **Tues.** _____ **Wed.** _____ **Thurs.** _____ **Fri.**
_____ **Saturday** _____ **Sunday**

Week of:
Weekly Total Hours _____

_____ **Mon.** _____ **Tues.** _____ **Wed.** _____ **Thurs.** _____ **Fri.**
_____ **Saturday** _____ **Sunday**

Week of:
Weekly Total Hours _____

_____ **Mon.** _____ **Tues.** _____ **Wed.** _____ **Thurs.** _____ **Fri.**
_____ **Saturday** _____ **Sunday**

Week of:
Weekly Total Hours _____

_____ **Mon.** _____ **Tues.** _____ **Wed.** _____ **Thurs.** _____ **Fri.**
_____ **Saturday** _____ **Sunday**

Week of:
Weekly Total Hours _____

_____ **Mon.** _____ **Tues.** _____ **Wed.** _____ **Thurs.** _____ **Fri.**
_____ **Saturday** _____ **Sunday**

Week of:
Weekly Total Hours _____

_____ Mon. _____ Tues. _____ Wed. _____ Thurs. _____ Fri.
_____ Saturday _____ Sunday

Week of:
Weekly Total Hours _____

_____ Mon. _____ Tues. _____ Wed. _____ Thurs. _____ Fri.
_____ Saturday _____ Sunday

Week of:
Weekly Total Hours _____

_____ Mon. _____ Tues. _____ Wed. _____ Thurs. _____ Fri.
_____ Saturday _____ Sunday

Week of:
Weekly Total Hours _____

_____ Mon. _____ Tues. _____ Wed. _____ Thurs. _____ Fri.
_____ Saturday _____ Sunday

Cumulative total of hours worked:

Supervisor Signature _____

Return to: Dr. Charlotte Cone
Program Coordinator
College Student Personnel Services & Administration
University of Central Arkansas
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INFORMATION SHEET

Name:

Address (where I can reach you):

Phone Number (Home):

Phone Number (Work):

Phone Number (Cell):

E-mail Address:

Internship Site:

Internship Address:

Internship Supervisor:

Phone:

E-mail address:

Work schedule at internship site:

Monday:

Tuesday:

Wednesday:

Thursday:

Friday:

Saturday:

Sunday:

Any other pertinent information you think I may need to know: