

**INTERNSHIP MANUAL**

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# INTRODUCTION

## OVERVIEW OF THE PROGRAM

To establish uniformity in the use and application of the term “internship,” the National Association of Colleges and Employers (NACE) recommends the following definition:

*An internship is a form of experiential learning that integrates knowledge and theory learned in the classroom with practical application and skills development in a professional setting. Internships give students the opportunity to gain valuable applied experience and make connections in professional fields they are considering for career paths; and give employers the opportunity to guide and evaluate talent.*

Internships are offered through individual departments and can be taken for academic credit. Generally, an internship is completed during either the fall or spring semester, although in many departments, internships can also be arranged during the summer sessions. Texas Lutheran University recognizes the need for students in all majors to enhance their learning experiences by participating in internships – programs of part-time or full-time experience outside the classroom that are closely related to the students’ specific careers and academic interests – and encourages students to take advantage of internship opportunities. While the Office of Career Development serves as a support service, central clearing house, and point of contact for internship opportunities, students and employers are also invited to communicate directly with the individual academic departments, since each department may have needs and requirements specific to that discipline.

## HOW TO USE THIS POLICY MANUAL

This policy manual has been prepared to assist students, academic advisors, faculty supervisors, and employers through the various stages of the internship process. The information in this manual is divided according to each specific user for easy reference.

## GENERAL TITLES USED IN THIS MANUAL

**academic advisor**—the faculty member responsible for advising the student in structuring a satisfactory course schedule each semester, and who is available for general guidance and counseling.

**faculty supervisor**—the faculty member responsible for monitoring and evaluating the student during the internship experience. This person may or may not also be the student's academic advisor.

**employer**—the on-site company representative responsible for supervising and evaluating the student intern.

## TLU INTERNSHIP HARASSMENT POLICY AND PROCEDURES

The Texas Lutheran University (TLU) Career Development Office is committed to engaging students in a professional and safe work environment. **The Texas Lutheran University Office of Career Development will not tolerate any form of harassment, intimidation or discrimination** based on gender, race, age national/ethnic origin, religion, sexual orientation or disability. This applies to site supervisors/co-workers toward a student **as well as students toward their supervisors/co-workers.** The Texas Lutheran University Office of Career Development encourages students to inform themselves of the sexual harassment policy of the internship site and to follow it, should one exist. **The Texas Lutheran University Office of Career Development asks students to report any incident as soon as possible, allowing both the University and the internship site the opportunity to promptly respond. You have the right to expect professional conduct from everyone at work,** including supervisors, peers and subordinates.

Harassment is discriminatory behavior that a reasonable person would perceive as demeaning, aggressive, and/or threatening by a reasonable person. It is not just the actions of others; it is how these actions affect you personally, and affect your work performance, location, assignments and other areas.

Behaviors that may constitute sexual harassment include (but are not limited to) the following:

* Pressure for sexual activity
* Unnecessary brushes or touching
* Disparaging remarks about one’s gender
* Sexual innuendos or persistent use of sexually suggestive or offensive language
* Verbal abuse disguised as humor
* Obscene gestures
* Offensive remarks about clothing, body parts, or activities
* Making an educational or employment decision/benefit based on submission to sexual conduct

### Reporting an Incident or Concern

1. Document all facts such as date, time, persons involved, and the situation as you observed it.
2. Inform your supervisor and/or Texas Lutheran University. *Contact either the Office of Career Development at 830-372-8178 or HR/Risk Management at 830-372-6811.*

## STUDENT BENEFITS AND RESPONSIBILITIES

*Benefits for the student:*

Through the internship experience(s), the student will

* Acquire additional skills/knowledge, both general and specific
* Apply academic coursework to the professional world
* Explore different organizational departments
* Build a list of professional contacts
* Assess interests in a chosen field or career
* Receive possible full-time employment at internship site

*Responsibilities of the student:*

The student should

* seek internship opportunities and take an active role in securing positions
* prepare thoroughly for interviews
* conduct him/herself in a professional manner by following company policies as set forth for interns and/or employees
* be willing to accept a variety of assignments
* fulfill all commitments to the employer and to the faculty supervisor in a timely manner

## EMPLOYER BENEFITS AND RESPONSIBILITIES

*Benefits for the employer:*

Through providing internship positions, the sponsoring company/employer will

* Bring someone with fresh, innovative perspectives to your organization
* Evaluate the student's potential for future or permanent employment
* Receive satisfaction from serving as a role model and mentor for the student

*Responsibilities of the employer:*

The sponsoring company/employer should

* provide a professional, ethical work environment
* provide challenging opportunities for the student
* encourage and assist the student to investigate future career opportunities through networking
* serve as a mentor to the student
* cooperate with the faculty supervisor in evaluating the student's progress and overall performance

# STUDENT GUIDELINES

## PLANNING THE INTERNSHIP: Suggested Timelines for Acquiring Internships

Students should begin planning for any internship a full year in advance by contacting their academic advisor or an appropriate faculty member to identify and/or establish their specific needs and goals. It will be helpful if prior to this meeting, the student has been in contact with the Office of Career Development, prepared a resume and has begun looking into internship opportunities in her/his area of interest. It should be noted that many companies begin soliciting applications four-six months in advance. This is especially true if the internship is competitive and/or the search is conducted on a regional or nationwide basis. Furthermore, internships involving work with impaired adults or young children may require a background check.

The guidelines offered below represent the very latest times a student should be taking the steps described. Many times, internship opportunities come up unexpectedly and the student must be ready to submit a resume and/or interview for the position within a short time frame. By having prepared in advance, students will be able more readily to take advantage of these golden opportunities.



## STRATEGIES FOR FINDING AN INTERNSHIP

### Job Fairs

Several job fairs are held in the area each year, which give students opportunities to make contacts with local, state, and national companies for not only future employment, but internships as well. Students are invited to view TLU Career Link for specific dates and locations of upcoming job fairs. When attending job fairs, students are reminded to dress and behave professionally. Generally, students will want to take several copies of their resume and be prepared to interview on the spot.

### Networking

Many students find opportunities for internships by talking with other students who have recently completed or are currently completing internships themselves. Many times, companies will offer the same or similar positions every semester. By networking with peers, as well as Texas Lutheran alumni, students can find out the specifics of the internships, including the names of the supervisors. Also, once a student has completed an internship, he/she should continue to cultivate any contacts from that internship experience for future references and referrals.

## STRATEGIES FOR APPLYING FOR AN INTERNSHIP

### Resumes

The Office of Career Development and the library are excellent sources for books and publications on creating professional, effective resumes. Students are also encouraged to seek advice and critiques from other sources, such as faculty advisors, professors, department chairs and current or former employers. There is no one right way to write a resume. Most importantly, the resume should be accurate, free of errors, and professional looking.

### Interviewing

Students can seek advice and tips on interviewing from the Office of Career Development, their academic advisor, faculty supervisor, peers, and former or current employer(s). Mock interview opportunities are often scheduled on campus during the year.

### Career Development

The Texas Lutheran University Office of Career Development offers students support in assessing career goals, identifying internship opportunities, learning about area job fairs, networking, writing a resume, and successful interviewing. As a member of various local, regional, and national organizations, this office networks with employers and other career professionals from across the nation.

Specific to the Internship Program, the Office of Career Development maintains an online job posting system containing listings of internships, part-time, and entry-level employment opportunities. Students are invited to visit the Career Development page online any time to review the postings.

The Office of Career Development is devoted to providing students valuable employment opportunities upon graduation. One of the services available for this purpose is TLU Career Link, a Website where external employers can post their job vacancies for interested students. TLU Career Link is a valuable tool for students beginning their careers. However, students/users should understand that the Texas Lutheran University Office of Career Development does not control the content of the postings made by external employers on TLU Career Link and disclaims any responsibility for their content. The appearance of a posting on the Website should not be interpreted as having the endorsement of the Texas Lutheran University Office of Career Development.

## ELIGIBILITY

To register for internship credit the student must be in good academic standing. Additional eligibility criteria may be required or recommended by individual academic departments or the faculty supervisor. It should be noted that individual employers often have explicit requirements as well (such as a minimum GPA which may be above what is required for enrollment, specific course work completed, and/or a classification of junior or above). Internships involving work with impaired adults or young children may require a background check. The student is responsible for insuring that he/she meets the criteria for both the university and the employer.

## ACADEMIC CREDIT, COMPENSATION, REGISTRATION

All Texas Lutheran University internships require a faculty supervisor and an on-site supervisor(s), combining a substantive academic component with a significant career-related component.

In principle, internships may be pursued independent of academic credit. However, in order to qualify for academic credit, the internships should be coordinated through the appropriate academic department.

Some companies offer internships to students who are not enrolled for credit. However, some companies are requiring, primarily for reasons of liability insurance and/or in-house policy, or Department of Labor regulations, those students must show proof of official registration in an internship "course" to be eligible for the position.

Whether or not academic credit is being received by the student, compensation varies from company to company and even from position to position within a company. In a recently published brochure, the Associated Collegiate Press offered this advice to students:

*Think of internships as stepping stones; use the smaller ones to get to the bigger ones. Some students complete internships every summer they're in college. They start off with a small, unpaid one and work themselves up to highly competitive, paid internships at major publications. It's not unusual for a student's first internship to be unpaid, but subsequent ones usually are at publications large enough to pay something.*

While this advice happens to be aimed at journalism students, it is applicable to almost all areas. The academic advisor, faculty supervisor, and the Office of Career Development should be able to assist the student in determining if paid internships are available in their major.

## REGISTERING FOR CREDIT

* All internships conducted for academic credit will be evaluated on a credit/no credit basis.
* For academic credit, students should register for the appropriate internship course in their area of study or major.
* Three course numbers are designated for internships, each specifying whether the course is for one, two or three hours of credit.
* Requirements concerning credit may vary from department to department.
* All internships at Texas Lutheran must require a minimum of 50 internship hours per 1 credit hour, and no internships can require more than 75 hours per 1 hour of credit.
* The maximum number of credits a student can receive through internships is 6.
* Required forms are available from academic advisors, faculty supervisors, or the Office of the Registrar. Forms should be picked up and completed, including all necessary signatures, at least one week in advance of the formal registration period.
* *An example of the Internship Study Proposal form can be found on pages 12-13 of this manual.*

## INTERNSHIP EVALUATIONS

### Daily/Weekly Reports

Students must maintain an ongoing record of their experiences during the internship, the precise nature of which to be determined by the faculty supervisor in consultation with the student. The student may also be required to meet with the faculty supervisor for a progress report in a manner and frequency to be determined by the faculty supervisor in consultation with the student.

### Evaluations

All internships should be structured to include, at a minimum, a mid-term and final evaluation of the student’s performance which will be provided by the employer/on-site supervisor. Failure of the on-site supervisor to provide the mid-term evaluation will not prevent the student from receiving credit. However, in the event the employer/on-site supervisor fails to provide the final evaluation, the faculty supervisor must provide a final evaluation after contacting the employer/on-site supervisor to verify that the student completed the internship. Credit for internships may not be granted without a final evaluation. *See pages 14-15 of this manual for examples of these evaluation forms.*

### Other Departmental Requirements

Some departments may have additional requirements. *See department chair for specific departmental requirements.*

# FACULTY GUIDELINES

## ADVISING STUDENTS

### Matching Students to Available Openings

Often, members of the faculty are in a perfect position to identify and assess internship opportunities and assist students seeking internships with finding the best match. Faculty members should actively seek out internships that relate to their discipline. Many times, employers will even directly contact faculty and/or department chairs with information about openings. In addition, the Office of Career Development uses TLU Career Link, an online system with internships and other part-time and entry-level openings. Students and faculty are invited to review the listings at their convenience.

## MONITORING AND EVALUATING INTERNSHIPS

### Periodic Monitoring

The faculty supervisor should work out a schedule with the student intern to allow for periodic monitoring of the student's progress.

### Evaluations

If needed, the faculty supervisor should forward the appropriate mid-term and final evaluation forms to the employer for completion and return. The faculty member should follow-up on the evaluations as needed. *See page 14-15 of this manual for examples of these evaluation forms.*

### Other Departmental Requirements

Additional duties may be required by individual departments. Departmental requirements are consonant with university requirements as published in the university catalog and in this policy manual. Departmental requirements are understood and adhered to by all members of the department.

# EMPLOYER GUIDELINES

## ESTABLISHING INTERNSHIP POSITIONS

***Timeframe for Completing the Internship***

All internships must be conducted during the same semester in which the student is receiving academic credit for the internship. Generally, internships during the fall or spring semester last from 12 to 14 weeks. During the summer, students may enroll for internship credit during each of the 5-week terms.

Employers are asked to remember that, especially during the fall and spring semesters, the students are enrolled in and attending classes on campus that often require additional focused study time for exams and research projects. Reasonable accommodations for a flexible schedule should be established early in the semester, allowing the student to maintain her/his academic standing and grade point average. A commitment from both the employer and the student to keep open lines of communication at all times will help avoid any misunderstandings. The faculty supervisor may provide the employer with verification of exam schedules etc., as necessary.

***Compensating the Student***

While students are informed that some internship are not compensated, Texas Lutheran encourages employers to consider establishing paid internship positions if possible. This has both practical and psychological bearing. If the student is being compensated, she/he will be more apt to fulfill the commitment. The employer can be more selective in placing the intern—and can expect more from that person. Additionally, due to time restraints, many students give up paid, part-time employment to participate in an internship. In addition to losing this income, they are often faced with the additional expense of driving a greater distance to get to and from the internship, as well as parking and other out-of-pocket costs. The students are very appreciative of the opportunity to participate in an internship and reap the benefits. Should that also include nominal compensation, they have benefited doubly.

# SAMPLE INTERNSHIP STUDY PROPOSAL FORM





**SAMPLE INTERNSHIP EVALUATION FORMS**



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