

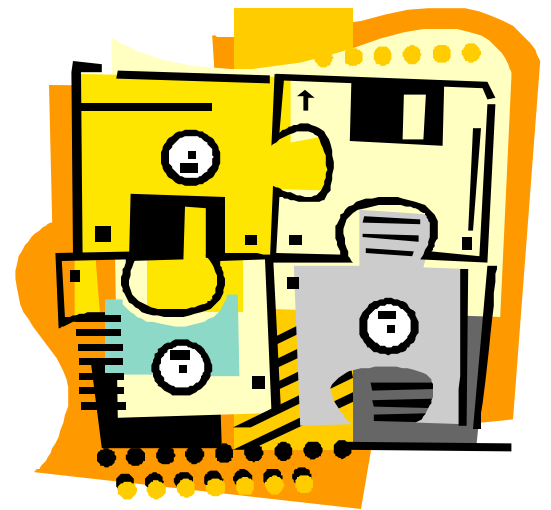


School of Information Sciences
and Technology



Internship Program

Student Handbook



Commonwealth Campus Edition

How to Use this Book:

This book has been prepared as a guide through the internship process, as well as a reference manual for the job search process. We encourage you to refer to this book to answer many of your questions. Commonwealth College students should address any procedural concerns that involve registering for internship credit and meeting the requirements to earn the grade to their campus IST academic advisers. A list is provided in the Appendix section of this manual. If questions persist, please do not hesitate to call or e-mail the IST Internship Office.

If this book is lost, there is a \$3.00 replacement fee.

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Dear Students,

Welcome to the Penn State Information Sciences and Technology (IST) Internship Program.

Interning provides an outstanding opportunity to enhance your IST education, while “trying out” your profession prior to graduation. As an intern, you will be given the opportunity to apply your knowledge and skills to solve real world problems. You will learn about the different types of IST professions available from database administrator to programmer to webmaster. An IST internship will assist you in determining your career path, and will give you the necessary skills to succeed on that path. In addition, you will earn academic credit for your participation.

The IST Internship Program at Penn State is now in its second year and is coupled with the Engineering Cooperative Education Program, which has been in existence for 15 years. More than 3,500 students have gained career-related work experience through our program. In the past several years, we have made every effort to make the Penn State Engineering Cooperative Education Program one of the best programs in the country. We are certain the IST Internship Program will be as successful as our co-op program. We hope you will agree.

Sincerely,

Anita M. Todd
Director, Engineering
Cooperative Education
Internship Program
and IST Internship Program

Rick McClintic
Associate Director, Engineering
Cooperative Education
and IST Internship Program

Rosemarie Greaser
Internship Coordinator
IST

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Table of Contents

STEP	SECTION	PAGE
One	UNDERSTANDING THE IST INTERNSHIP PROGRAM	9
	Major Parts to the Internship Process	11
Two	PARTICIPATING IN THE IST INTERNSHIP PROGRAM	15
	Internship Participation Process	15
	International Student Participation	17
	Graduating Senior Participation	17
	Participation Policies and Student Obligations	17
	How Do I Use the University Park Database and Submit My Résumé to Job Postings?	18
	Important Information Regarding the Résumé You Upload	21
	Policies Regarding Résumés	22
Three	CREATING A RESUME	23
	Getting Started With your Résumé	24
	Sections of the Résumé	24
	Additional Résumé Hints	27
	Sample Résumés	29
Four	THE JOB SEARCH PROCESS	31
	Tips for Conducting Your Job Search	31
	Using the University Park Internship Office's Career Management Web System to Search for a Job	32
	The Job Posting Process	32
Five	THE INTERVIEW PROCESS	35
	Answering Machines / Roommates	35
	Notification and Scheduling of On-Campus Interviews	36
	Attending an On-Campus Interview	36
	Telephone Interviews	37
	On-Site Interviews	38
	Format of a Typical Interview	39
	Final Interview Reminders and Suggestions	39
	Résumé Referral / Interview Sign-up Policy	40
	Missed Interview Policy	40

	Interview Tips	40
	Types of Interview Questions	40
	Twenty-Five Frequently Asked Questions	41
	Questions To Ask Employers	42
	Negative Factors Evaluated During an Interview	42
	Interviewing Etiquette - Do's, Don'ts, and Follow-up	43
	Candidate Assessment	44
	Common Interview Concerns	44
	Interview Attire	45
	Sample Follow-up Letter	47
Six	SELECTING AND ACCEPTING A POSITION	49
	Selecting an IST Internship Position	49
	Getting an Extension	49
	Accepting and Rejecting an Offer	50
	Sample Letters	53
Seven	PREPARING TO PARTICIPATE IN AN INTERNSHIP	55
	Once I Accept An Internship, What Do I Do?	55
	Registering for Internship Credits / Benefits	55
	Tuition and Filing your bill	56
	Financial Aid	58
	Housing Information (at PSU and at work)	60
	Starting Your Job	61
	The First Day on the Job	61
	Advice to New Interns	61
	How Can I check my e-mail?	62
	Problems With My Co-op Assignment	62
	Sexual Harassment	63
Eight	FULFILLING YOUR INTERNSHIP REQUIREMENTS AND GETTING YOUR GRADE	65
	Mandatory Requirements	65
	Your Internship Grade	68
Nine	RETURNING FROM YOUR INTERNSHIP ASSIGNMENT	69
	Things to Remember	69

	APPENDIX	71
	Student Agreement	73
	Consent To Release Records	74
	Supplement Sheet	75
	Work Period Registration	76
	Report Requirements - General, I ST 295B and 495	77
	Evaluations - Mid-Point, Student End-Point and Supervisor End-Point	79
	I ST University Park Contact List	84
	Commonwealth College I ST Champions/Career Centers	86

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STEP ONE: UNDERSTANDING THE IST INTERNSHIP PROGRAM

What is The IST Internship Program?

The IST Internship Program is a mandatory academic program, whereby students gain up to three semesters' worth of career-related work experience to compliment and enhance their IST education. A minimum of one work experience (400 hours) is required to meet the degree requirements for both associate and baccalaureate students. Academic credit is earned for each internship. IST Internship Program credits are applied toward academic degree requirements in IST.

Who is Eligible to Participate in The IST Internship Program?

All associate and baccalaureate degree students enrolled in the School of Information Sciences and Technology at University Park or at any Penn State location may participate.

What are the Advantages of Completing an IST Internship?

- **Gain career-related experience prior to graduation.** This experience will help to determine future career paths, technical and related elective choices, and provide direction for determining IST options. In addition, students gain valuable insight into the challenges of a career in IST.
- **Enhance Job Search Skills:** Students will gain valuable experience in résumé writing, interview skills, job search processes, and many other skills that will be important to future employment searches.
- **Professional Development:** Students will learn the “softer skills” required to become a successful employee, such as networking, communication skills, setting priorities and time management, as well as professional etiquette and dress. Additionally, students will have opportunities to develop technical writing and presentation skills.
- **Apply classroom studies to “real world problems.”** Students gain an appreciation of the classes they are required to take at Penn State and they will learn how to apply their coursework knowledge in the workplace.
- **Earn a competitive salary.** Although some internships will be service learning opportunities which may have little or no pay, most internships will be paid. Students participating in the IST Internship Program typically earn fifty to seventy-five percent of their full-time entry-level IST counterparts. The salary is dependent on the IST option, work location, experience, and semester standing. Many students are able to save money to help pay for their college education. In addition, some employers offer tuition assistance, 401K participation, relocation assistance, and housing stipends.
- **More interviews and higher offers extended.** Students with career related experience typically get more interviews, more offers, and higher starting salaries when seeking full-time employment.
- **Offers of hire from interning companies.** Upon graduation, many employers offer the intern students full-time employment opportunities. Most employers we work with will use the IST Internship Program as their primary recruitment tool for attracting and retaining new graduates. The IST Internship Program is a way for organizations to establish and maintain a candidate pool from which they identify talented and diverse individuals to meet future business needs.

What are some possible concerns about doing an internship?

- There may be costs associated with your internship such as taxes, a new wardrobe, a car, housing and relocation in order to complete an internship assignment. Remember that you will be earning a salary!
- Cancellation of dorm contracts and subletting apartments is a concern. If you are interning during a Spring or Fall Semester, you will need to cancel your dorm contract for the semester you are on internship, but will be able to fulfill the other half of your contract as soon as you return to campus. Check with your College Campus housing office before you accept an internship to find out what the procedure is. You have sole responsibility of subletting your apartment while away on internship.

When can I do my internship?

All IST students must complete a minimum of one registered internship (400 hours) to meet degree requirements. This internship can be completed at any time during your Penn State career per the schedules shown below. However, all students are encouraged to complete as many internships as desired.

Baccalaureate students:

First Year: Full-time or part-time internship summer semester only

Sophomore Year: Full-time or part-time internship summer semester only

Junior year: Full-time or part-time internship during any semester (fall, spring or summer)

Senior Year: Full-time or part-time internship during any semester (fall, spring or summer)

Fifth Year (if needed): Full-time or part-time internship during any semester (fall, spring or summer)

***** An internship during a spring or fall semester will typically postpone your graduation date by one additional semester.**

***** Note to Baccalaureate Degree students:** Work closely with an IST adviser before you consider accepting a full-time or part-time fall or spring internship as it could affect your ability to schedule the required IST courses in the proper sequence, further postponing graduation.

Associate degree students:

First Year: Full-time or part-time internship summer semester only

Second Year: Full-time or part-time internship during any semester (fall, spring or summer)

Third Year (if needed): Full-time or part-time internship during any semester (fall, spring or summer)

***** An internship during a spring or fall semester will typically postpone your graduation date by one additional semester.**

***** Note to Associate Degree students:** Work closely with an IST adviser before you would consider a full-time fall or spring internship as it could affect your ability to schedule the required

IST courses in the proper sequence, further postponing graduation.

ALL STUDENTS:

You must complete **400 hours** of internship experience to be able to apply the experience towards the internship degree requirements. A bachelor degree student working part-time will register for the internship credit in the semester in which they begin their work experience. An associate degree student working part-time will adhere to the following per semester schedule: 1 credit for 100-149 hours worked during one semester; 2 credits for 150 - 299 hours; and 3 credits for 300 - 400 hours.

THREE MAJOR PARTS TO THE INTERNSHIP PROCESS

Part One: The Job Search

First of all, you need to find an internship. There are several ways in which this can be accomplished and the following list is not all-inclusive: 1) You can register with the University Park Internship Program and use their database (process explained in steps 1-5 on page 12) to submit résumés on-line to jobs from national companies that are posted every semester. 2) You may conduct a search on the internet by contacting companies, tech councils, or internship search engines. Some useful sites are:

<http://www.internshipprograms.com/home.asp>

<http://www.acm.org/crossroads/resources/internships.html>

<http://www.pghtech.com/members/index.html>

<http://www.tccp.org/home/>

http://www.techcouncil.org/member_directory.cfm

3) You may find opportunities through your campus career services center, your local paper, or through faculty referrals.

4) You may attend the two large Career Fairs that are hosted by Penn State, University Park in the Fall and Spring of every year or attend job fairs in your area.

Part Two: Accepting the Job

Before accepting an internship, check with your IST adviser to make sure the internship experience is valid and conforms to the guidelines set forth by the School of IST.

DO NOT REGISTER FOR THE INTERNSHIP CREDIT BEFORE APPROVAL IS GRANTED.

Once you have accepted a position, you must follow the guidelines and procedures orchestrated by your particular campus to get registered for the internship credit(s). Contact your campus IST adviser and they will instruct you on what the proper procedures are for your campus. A list and contact information of the Commonwealth College IST Champions is displayed in the Appendix of this manual. Please note that each campus may have slightly different procedures from the University Park process thus it is important to contact your campus representative. **At this time we require each student (whether UP or Commonwealth College) to fill out the Career-Related Employment Information Form on the IST Website:**

<http://ist.psu.edu/internships> and submit it to the University Park Internship Office.

The form can be found under "Resources" and then "Forms".

Part Three: Participation in the Internship

Once your campus has registered you for the internship credit(s) and has informed you of what requirements need to be fulfilled to earn the credit(s), we encourage you to have a wonderful experience. Commonwealth College students need to follow the procedures as outlined by their particular campus. **Note: Paperwork and deadlines may vary from campus to campus so you must be aware of your particular campus' procedures and required forms. Reports will be graded by your Campus IST Champion for a letter grade.**

IF I HAVE DECIDED TO SEEK THE HELP OF THE IST INTERNSHIP PROGRAM AT UNIVERSITY PARK TO SEARCH FOR AN INTERNSHIP, WHAT ARE THE STEPS IN THE PROCESS?

1. You are encouraged to attend an IST Internship Program Preparation Workshop. At this workshop you will learn the necessary job search skills to find an IST Internship position through the Career Management Website. These workshops are held for Commonwealth College students at University Park once a year in January or February, date and time to be announced via email. If unable to attend, email the IST Internship Office at University Park for information on participation (istinterns@psu.edu).
2. Read and sign the "Consent to Release Records" form.
3. Read and sign the "IST Internship Agreement" form.
4. Log-in to the Career Management Web System to complete your on-line registration and upload your RTF résumé and submit them to the IST Internship Office electronically.
5. Use the Career Management Web System to review and sign-up for job opportunities and interview schedules. You are also encouraged to do your own personal job search if a company you are interested in is not part of our employer database.
6. Complete on-campus, phone, or on-site interviews with potential employers.
7. Accept an IST Internship experience with an employer.
8. **Before you go out on each internship experience**, contact your IST adviser and inform them of your planned internship experience. For the first internship, find out what process you need to go through to register for the internship credit and what you need to do to complete the paperwork for your letter grade.
9. **For EACH and EVERY internship experience** fill out the Career-Related Employment Information Form on the IST Internship Website (<http://ist.psu.edu/internships>). If you have acquired your internship from the University Park Internship Program Database, you must register as an intern EACH and EVERY semester you are at your work experience, including summer, regardless of employer terminology. Students who fail to notify their IST Academic Adviser of any work assignment are subject to having an "Academic Hold" placed on their record. There is no class to attend; your work assignment is your class. You will gain academic credit. This assignment will be assigned a letter grade on your transcript, thus, an IST Internship will affect your GPA.
10. Have a great experience at your Internship!
11. Complete and return all evaluation forms required by your IST academic adviser by the assigned due date. This will ensure that all is going well and it will communicate both your strengths and weaknesses.

12. At the end of your assignment, complete the work term report and submit it to your IST academic adviser by the assigned due date. Your adviser will grade the report and submit a letter grade that will be incorporated into your GPA.
13. After each internship experience, log into the Career Management Web System within two weeks of the new semester to notify us of any address or status changes.
14. The semester following your last internship prior to graduation, we will ask you complete a brief questionnaire and provide us with your graduation information.

It's that easy!

Important Definitions:

Semester: One of the three segments of the year that a student is available to take classes or to complete an internship assignment. Summer, spring, and fall are considered semesters.

Part-time or Parallel Internship: An internship where you work part-time and go to school part-time. A student would be registered for the internship class and maintain their status as a full-time student.

Full-time Internship: An internship where a student is working full-time hours during the semester.

Internship: Refers to either a part-time, parallel, or full-time career related work experience.

Back-to-back Internship or Double Block: Some full-time internships will cross from spring into summer, or summer into fall semester. Two full-time internships in a row are known as back-to-back internships or a double block. All internship requirements (registration, reports and evaluations) must be met for **BOTH SEMESTERS** of a back-to-back or double block internship.

Career Management Web System: The on-line system managed by the Internship Office at University Park that maintains your registration data, your résumé, and the job posting and interview scheduling systems and is only accessible through the IST Internship home page (<http://ist.psu.edu/internships>). This is a separate and different system than is used by the University Park Career Services.

Internship class or Internship credits: These terms refer to IST 295B and IST 495, the class for which a student must be registered during semesters they are interning.

IST 295B: A three (3) credit class required for associate degree candidates to meet IST internship requirements. Students must complete 400 hours of experience to meet the requirements to earn these credits. For those students working part-time, the following registration schedule must be adhered to: 100 – 149 hours of work per semester (1 credit); 150 – 299 hours (2 credits); 300 – 400 hours (3 credits).

IST 495: A one (1) credit class required for baccalaureate degree candidates to meet IST internship requirements. Students must complete 400 hours of experience to meet the requirements to earn this credit. Multiple semesters of IST 495, up to three credits, may be used towards other degree requirements in the IST baccalaureate degree.

Career Services: When used in this handbook, it refers to any career services center at any Penn State location. Some Penn State locations do not have Career Services. The main Career Services Center for Penn State is located in 413 Boucke Building, University Park, PA and may be used by students at any Penn State location.

STEP TWO: PARTICIPATION IN THE IST INTERNSHIP PROGRAM

IST INTERNSHIP PARTICIPATION PROCESS:

Note: This process may differ slightly for the various Commonwealth Colleges. Check with your campus IST Champion for procedures indicative to your campus.

A. Create a Résumé

Create a professional résumé to use for your job search. You may also want to create a scannable résumé for any jobs that you will be applying for on company websites. You may also need to create a cover letter if you will be doing part of the job search on your own.

B. Consult with your IST Adviser

Meet with an IST adviser or faculty member to:

- Determine when an internship best fits in your curriculum schedule
- Understand the procedure to find and register your internship for credit
- Determine what type of academic assignment and evaluations need to be completed to earn your internship grade

C. Begin the Job Search

There are many different ways to find an internship. All campuses have different resources available. Some possible resources are listed below.

IST adviser or faculty members: Many faculty members have contacts in industry.

Career Services: Many campuses have a Career Services organization that may be able to help. Some will have specific resources to assist in finding an internship, other may only be able to help you with your job search skills, such as résumé writing, interview skills, etc.

On your own:

- Web Searches: Start with the link on the IST Internship Page under "Resources"
- Newspapers: Local newspapers will have local jobs listed
- Technology Councils / Chamber of Commerce: Many have web pages with employer contact information, or will sell you a list of participating members. These contacts are possible leads for internships.
- Personal Networking: Family and friends may be able to provide leads for internship opportunities.
- Local Career Fairs: Typically advertised on your campus or in the local newspaper.

****** If you find an internship on your own, the internship must be approved by an IST faculty member before internship credit can be awarded.

Resources at University Park:

All Penn State students are eligible to use the career resources at University Park.

- Fall Career Days: Your campus will receive information about the annual September event.
- Spring Career Days: Your campus will receive information about this annual April event.
- Career Services: Visit the Career Services web site (<http://www.sa.psu.edu/career>) to see what services are available
- University Park I ST I nternship Office Career Management Web System: Each spring a workshop is held at University Park for orientation and registration with the UP I ST I nternship Office to find an internship on their database. Contact ISTInterns@psu.edu for more information on the exact date, time and location of the workshop. **(For detailed information on how to register for the University Park I ST I nternship Office Career Management Web System, see steps on page)**

D. How do I Register for the Internship Credits?

Students must register for the internship credit through their campus.
All internships must be approved to ensure the experience is relevant to I ST.

Each campus has a different process for registration. Talk with your I ST adviser or a faculty member to register for the credit.

Associate Degree Students:

Must earn three credits of I ST 295B (I nternship Credit) to meet degree requirements.

Baccalaureate Degree Students:

Must earn one credit of I ST 495 (I nternship Credit) to meet degree requirements.

E. To earn your letter grade for your internship:

- Complete all paperwork required by the I ST Program.
- Complete the On-line I ST Career-Related Employment I nformation Form (<http://ist.psu.edu/internships>)
- Complete the academic assignment required by your campus.
- Complete the evaluations required by your campus.
- Submit the assignments and evaluations by the campus due date.
- An I ST faculty member will review your evaluations and assignment and assign a letter grade.

INTERNATIONAL STUDENT PARTICIPATION

- International students at any PSU location **are required to meet/talk with a representative of the International Student Office, (814) 865-6348, located in room 222 Boucke**, to discuss employment/education requirements. As an international student, it is very important you fully understand the requirements established for international students. In most cases, international students will only be able to internship one semester per academic year. The only

exception would be a parallel work/school internship situation.

GRADUATING SENIOR PARTICIPATION

- If you plan to graduate the semester you are on an internship, you **MUST** turn in all required reports and evaluations by the senior deadline established by IST. Failure to meet this obligation WILL result in your failure to graduate on time.

PARTICIPATION POLICIES AND STUDENT OBLIGATIONS

The Penn State IST Internship Program is a mandatory academic program offered by the School of Information Sciences and Technology. As such, I agree to abide by the standards established by the School of Information Sciences and Technology and the IST Internship Program. As a representative of Penn State University, I agree to conduct myself in a professional and ethical manner at all levels of interaction within the IST Internship Program. In addition, I agree to comply with the following student obligations:

1. I will read the IST Internship Student Handbook and seek clarification of anything I do not understand.
2. I will meet with an academic adviser and develop an internship schedule that best suits my academic and personal needs.
3. I will attend all mandatory workshops and seminars, and complete all required forms.
4. If using the University Park Career Management Web System, I will give careful consideration to the information input into the Career Management Web System. I will keep this information up-to-date during my job search.
5. I will conduct myself in a professional manner in all correspondence with prospective employers and members of the IST Internship office.
6. I agree to carefully consider all offers before accepting any IST Internship position. Once I have accepted an offer, I am obligated to honor my agreement and notify my IST academic adviser immediately. **Acceptance can be in verbal or written form.**
7. I will enter all employment information, whether I use the job for a credit bearing internship or not, on the Career-Related Employment Information Form located on the IST Internship Program Website <http://ist.psu.edu/internships> .
8. **I will register for IST Internship credits EACH and EVERY semester that I continue working for the Internship employer. This includes all positions that I have been referred to by the internship office or any self-placement I elected to make an Internship position. Once a self-placement is turned into an internship position it will continue as such until the internship requirement is met.**
9. I will inform my IST academic adviser of my current address and phone number while participating in the IST Internship Program. I will maintain an active e-mail account while at my internship.
10. I will complete and submit all required copies of my work term report, and evaluation forms by the established due dates.
11. I will immediately inform and discuss any changes in my internship status with my IST academic adviser.
12. **If I am an International student, I will meet/talk with a representative of the**

International Student Office to discuss employment/education requirements, located in room 222 Boucke, phone (814) 865-6348.

13. **If I plan to graduate the semester I am on assignment, I MUST** turn in all required reports and evaluations by the deadline established by the School of Information Sciences and Technology. **Failure to meet this obligation will result in my failure to graduate on time.**

FAILURE TO MEET THESE GUIDELINES MAY RESULT IN A PROGRAM EXPULSION OR AN ACADEMIC HOLD ON MY PENN STATE STUDENT ACCOUNT.

IF I CHOOSE TO USE THE UNIVERSITY PARK IST INTERNSHIP OFFICE'S DATABASE FOR MY JOB SEARCH AND SUBMIT MY RESUME TO ITS JOB POSTINGS, WHAT IS THE PROCESS?

It is advisable to attend one of the IST Internship Program Introductory Workshops that are conducted for Commonwealth College students every Spring Semester (January or February) at University Park. If unable to attend email the University Park Internship Office at istinterns@psu.edu and request information on how to register.

Once Registered

Go to <http://ist.psu.edu/internships> and Select the "Career Management Web System". To log in, enter your ID number in the space provided and click on "log-in".

You will see a menu with three choices:

- Step 1: Complete Registration Data
- Step 2: Upload Résumé and Preview Résumé
- Step 3: Submit Your Résumé to the Office

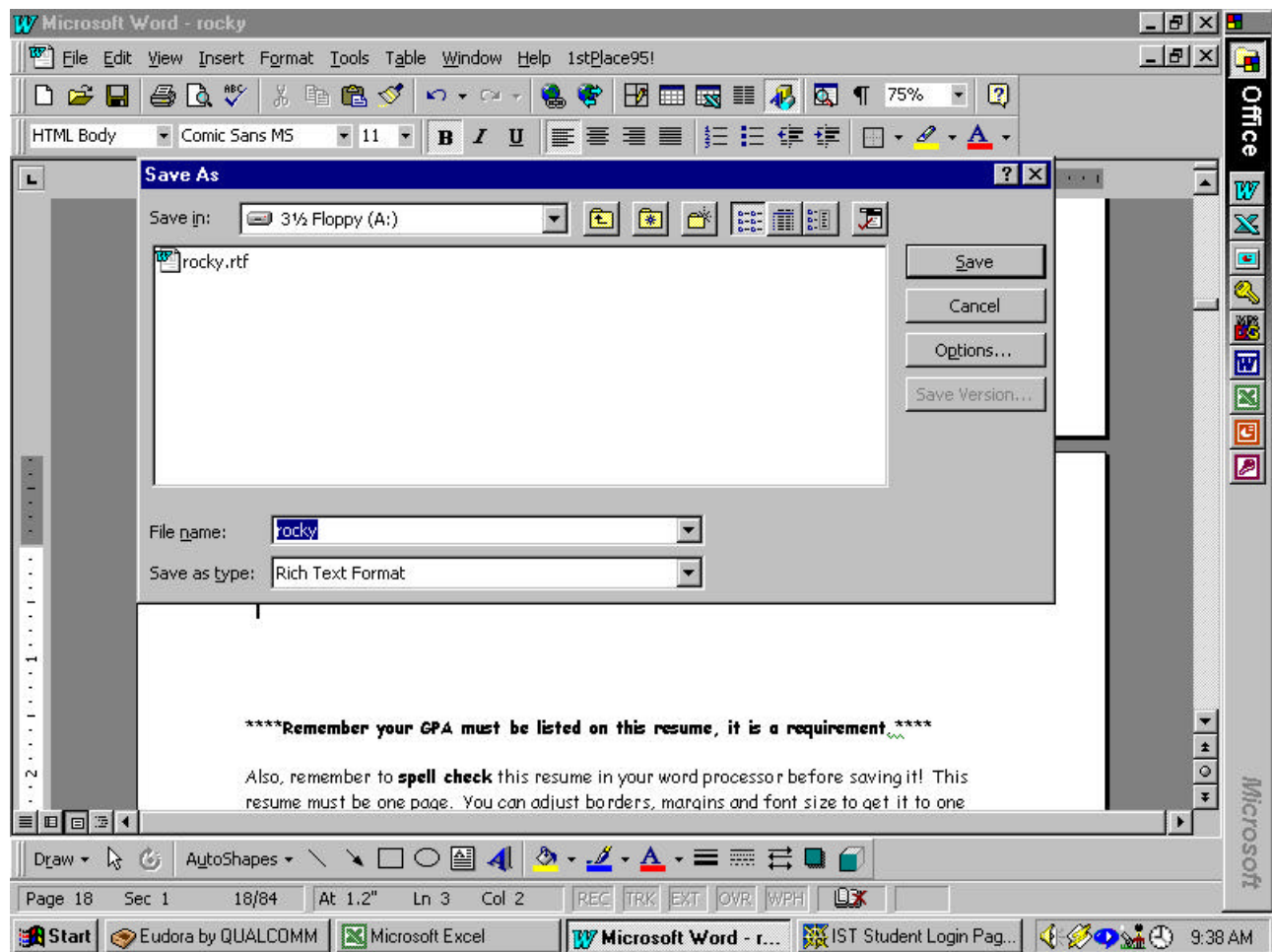
You must complete all three steps successfully to be registered on the IST Internship Database.

STEP 1: REGISTRATION DATA

- The first section of the on-line system is "Registration Data." This information will provide us with your address, phone number, demographic information, areas of interest, level of experience, location preferences, etc. Some of this information will be used as screening criteria when a company requests résumés without providing sufficient posting time. Employers do not have access to this data.
- **Your "Application Type" must be "IST Internship."**
- Your semester available should be the first upcoming semester you are able to internship on a part-time or full-time basis. If your semester available changes for any reason, you must update your résumé, and resubmit it to the Career Management Web System.
- Complete the "Registration Data" section by selecting "Save Data and Return to Main Menu" and proceed to the "Upload your Résumé" section.

STEP 2: PROCESS USED TO UP-LOAD YOUR RICH TEXT FORMAT (RTF) RESUME:

- 1) Update your personal "word processed" résumé. This is a résumé that you created using "MS Word" or some other word processing program and has been saved on a diskette or drive somewhere. *If you have never created a résumé, or would like tips on reviewing your résumé, see the résumé writing section later on in this chapter.*
- 2) Save this résumé as an "RTF" file. **YOU CANNOT SIMPLY CHANGE THE FILE NAME TO "yadayadayada.RTF."** You need to choose the "save as" option in your word processor and select the file type to "Rich Text Format" or RTF and save it this way. Note where you save this file and the file name.



****Remember your GPA must be listed on this résumé, it is a requirement.****

Also, remember to **spell check** this résumé in your word processor before saving it! This résumé must be one page. You can adjust borders, margins and font size to get it to one page! Do not go below eleven-point font size on your résumé.

- 3) Log into the on-line résumé system through our web page at <http://ist.psu.edu/internships>.
- 4) Select Step two option "Upload Résumé." A screen will come up with a field for you to enter the file name of your résumé. If you cannot remember the name, there is a browse button. Select browse, and locate the RTF résumé file on your disk or drive. Select the file.
- 5) Once the file name appears in the given field, select "Upload."

STEP 3: SUBMITTING EVERYTHING TO THE INTERNSHIP OFFICE

The third step is to submit everything to the office. You must go to step three and select "Submit your résumé to the Office."

Once you have submitted everything, you will receive a completeness report to tell you if everything is in order, if it is in order, continue and you will have submitted everything.

Very Important: If you do not use the "Submit" function any time you change your résumé or registration data, the new data will into be sent to our office. It will be held in a queue in your computer until it is submitted.

Making Changes to Registration Data and Your Résumé

Over the course of your job search it may be necessary to make changes or corrections to either your registration data or résumé. This is not a problem at all.

1. Log back into the "Career Management Web System"
2. Go to the Registration Data section and make changes and/or
3. Upload a new / corrected / updated résumé.
4. Submit the changes to the Internship Office.

It is that simple, you can make changes any time you need or want to!

Important: If you make changes to your résumé, provided it is submitted the day before a job posting closes, your most recent résumé will be sent to a company.

What happens when I submit my Registration Data and Résumé?

Once everything is submitted, it will go into a review program managed by the Internship Office. Every weekday morning (and afternoon at the beginning of each semester) we will review everything that you have submitted to make sure it is acceptable and either accept everything into the system, or reject everything.

If everything is accepted, you are all set! You can now start your job search.

If your information is rejected, the next time you log into the Career Management Web System, it will tell you why it has been rejected. Sometimes we e-mail students and tell them what specific corrections they need to make. Just make the necessary corrections and resubmit everything and we will review it again for acceptance.

IMPORTANT INFORMATION REGARDING THE RESUME YOU UPLOAD

- Include the semester you are available in the “Objective” section of your résumé. This will make it very clear to the Internship office and the employers of your intentions. Additionally, this will eliminate unwanted calls for semesters you are unable to work.
- **PROOFREAD YOUR RESUME!** Adequately check and double-check your intern résumé for spelling and typographical errors before you submit it to our system.
- **You must include your GPA in the text section of your résumé.** The internship office suggests you include your GPA in the “Education” section of your résumé. ***This is not to be confused with the GPA section of the “Registration Data” page***
- Be sure to include sections for awards, achievements, hobbies, computer experience, or any extra information you would like to supply.
- **Remember to electronically submit the résumé in RTF form to the Internship Office each time you create or update your résumé.**
- Be certain to keep your résumé updated while you are “Seeking Work.”

POLICIES REGARDING RESUMES

- Résumés will be rejected if considered insufficient or there was a lack of attention to detail. If your résumé is rejected, you will know the next time you log into the system. Correct the errors and resubmit the résumé to our office. If you are not certain as to why your résumé was rejected, send an e-mail to: jistinterns@psu.edu
- Résumés will also be rejected if you fail to include your availability in the “Objective” section or your GPA in the “Education” section.

Finally, if you have not signed the required forms, your résumé will be rejected.

STEP 3: CREATING A RESUME

What is a Résumé?

A résumé is a summary of your skills and experiences used by employers to screen candidates for employment opportunities. It is the first representation a prospective employer will have of you. You must spend the time to refine your résumé. **Your résumé gets you the interview and the interview gets you the job!**

The first step is to create a high quality professional résumé in the word processing system of your choice.

How do I create a professional résumé?

1. Use the information provided in this handbook and from other sources you select to create a first draft of a résumé. We recommend you use WORD as a word processor.
2. Have someone experienced in reviewing résumés (a professor, a Career Services professional, someone from the Internship Office, etc.) review your draft and provide feedback.
3. Edit and prepare a final draft of your résumé.
4. Have someone do a final proofread of your résumé.
5. Make any corrections and save it. **IT MUST BE PERFECT IN EVERY WAY!**

Do I need to have more than one résumé?

Possibly... In most cases, one résumé will suffice, and you can only submit one résumé to the Internship Office to keep on file, however, sometimes it is necessary to have other versions of your résumé.

You will want more than one résumé if:

You would like to tailor each of your professional résumés for each different job that you apply. This is not necessary, but some students choose to do this, especially if there is a special job in which they are very interested in applying or they want a tailored résumé for a career fair or information session.

You need a scannable résumé to submit to companies who request one. This means the company uses a scanner to input your résumé into a computer. Then they use a special program to enter criteria and select candidates from key words on the résumé. If a company uses résumé scanning, they prefer résumés on white paper, with no lines, pictures, bolding and italics, and no bullets or underlining. They may even request it in ASCII text format. Be sure to tailor your wording on the scannable résumé to the requirements and attributes of the position; otherwise, you will stand little chance of being selected for an interview.

GETTING STARTED WITH YOUR RESUME

The two most important rules in résumé writing are:

1. Do not give a prospective employer any reason to reject your résumé. In other words, **MAKE IT PERFECT** in every way. A résumé is a prospective employer’s first impression of you. Don’t let it also be the last!
2. Give a prospective employer every reason to select your résumé. In other words, **SELL YOURSELF!** This is no time to be modest. Spend the time to think of all responsibilities you have had in previous work activities, volunteer experiences, and academic endeavors. Present the best possible representation of yourself, and **SELL** it in the interview!

When putting together a résumé, you need to think: *“What do prospective employers want to see?”* and *“Who is my audience?”* To help you get started; here are some qualities you will want to portray on your résumé:

Always Desired

- | | |
|------------------------------|---------------------------------|
| Honesty and Integrity | Dependability |
| Ability to Get Things Done | Desire to Accept Responsibility |
| Technical Ability/Experience | Enthusiasm |

Usually Desired

- | | |
|------------------------------|------------------------------------|
| Common Sense | Problem Solving Skills |
| Interpersonal Skills | Professional Behavior |
| Maturity | Self-confidence and Poise |
| Decision Making Abilities | Ambition |
| Leadership Skills | Flexibility/Adaptability to Change |
| Motivational Abilities | Perseverance |
| Written Communication Skills | Oral Communication Skills |
| Time Management Skills | Computer Literacy |

SECTIONS OF THE RESUME:

HEADING

The heading is the top of the résumé where you provide your name, address, phone number and e-mail address to a prospective employer.

- Your name may be CAPITALIZED and displayed in a larger font.
- Include both permanent and local addresses with appropriate phone numbers. Sometimes

companies will contact you over holidays or breaks.

- Include your e-mail address and URL for a résumé you may have on-line, if you have one. This is particularly important for IST students. Many companies are now using e-mail to make initial contacts.
- We do not recommend that you include a work phone number, however, if you do, expect that you will be called at work. If work is not a good place to hold a telephone conversation with a prospective employer, think very hard about whether or not to include this on your résumé. Also, be sure to clear this with your employer.

OBJECTIVE

The objective is typically the first section on your résumé. This is the section where you make the reader aware of your employment interests. This section must tell the employer something about you and your professional interests. In addition, your internship résumé must include your semester availability. The objective is the most difficult section of a résumé to write and should only be one or two sentences.

If you do not have a clear, well-defined objective, keep it short and sweet:

- "To obtain an internship starting summer 2001"

This is simple and to the point.

If you do have specific desires and interests, include them in your objective:

- "To obtain an internship in the greater Pittsburgh area beginning summer 2001."
- "To obtain an internship in database management beginning summer 2001."

Since it is difficult to tailor the résumé you submit to our office for specific internship jobs due to our posting process, don't worry about tailoring this résumé. However, you may want to consider tailoring your professional résumé so that when you go to the interview you can supply the recruiter with a hard copy of a professional résumé, specifically tailored to the position you are seeking.

Stay away from objectives that use flowery words but really do not tell the employers anything, such as:

- "To gain valuable career related work experience with a progressive company that will best utilize my skills."

Think about it, shouldn't all companies fit this description?

EDUCATION

Typically, the next section is the education section. Again, you are giving the basics about your degree, your courses, and possibly activities and honors. List education in reverse chronological order (most recent comes first). Things to include are:

- Name of school or university. Remember that this is The Pennsylvania State University.
- Degree - you can abbreviate AS, BS or MS but do not abbreviate the title of your degree. Write it out, so it is clear and looks professional. Make sure you include the title of your option (if you have selected it). If you are doing a minor or a dual degree, make it clear and list it in a similar manner.

- Include your expected graduation date - Be sure to note that this is the expected graduation date. Employers want to know when they will be able to hire you for a full-time position.
- **List your GPA on your résumé.** There is an old trick that if you have a low GPA - leave it off. Most companies are aware of this trick, and if you do not include your GPA, they will assume it is low. Include it on the résumé. If you have a low GPA, and it is because you had a bad first year or semester, note your improvement since then. **You must include your GPA on the résumé you will upload to the Internship Office.**
- A degree from another university should be listed on your résumé. If you took a significant number of credits at another university (12 or more), then you should include it.
- Relevant classes - You can list a few relevant classes, but if they are basic degree requirements most companies assume that you have taken them. They are most interested in key major related classes and classes in your option. Keep the list short (4-6), put in the course title, do not put in the course number (I ST 321). Not all recruiters are Penn State grads, so they will not recognize the number designation. Write it out (information Technology and Systems Integration I).
- Optional items - If you have honors and activities you would like to list, this would be a good place to list them (dean's list, scholarships, university scholars, special training or seminars, etc.). If your list is very long (longer than three items), you may want to include a special section at the end of the résumé which will make them stand out more.
- High School - If you must include high school activities (special achievements), make it the last entry in the education section. Do not dwell on high school, college is much more important. Just hit the highlights, such as honors, awards and Advanced Placement courses. A student graduating with a BS should not have any high school information on his / her résumé for the full-time job search.

EXPERIENCE

Experience is also listed in reverse chronological order.

- Include the company name and location (town and state). List a job title (server, laborer, crew chief, etc.). Include dates of employment (month and year only).
- List or put in paragraph form your responsibilities, achievements, special skills, training, etc. Think about what you did, what hours you worked, etc. Some of you may think "well, I just worked at the counter in a fast food restaurant, how is that relevant to I ST?" Well, did you show up on time? Did you have perfect attendance? Did you work special shifts? Did you train new employees? Were you ever employee of the month? How quickly were you promoted? All of these things are important to prospective employers, and any job experience can portray responsibility, dependability, and the ability to get things done.
- Do not include salary, problems, or reasons why you left or were fired in this section. You will want to prepare for these things in case you are asked in an interview, but do not bring them up, and do not include them on your résumé. Never "bad mouth" a previous employer.
- Remember all experience is important, including volunteer work. Tutoring, baby-sitting, newspaper delivery, and Special Olympics are all very important. Pick and choose the items you feel are most relevant. If you can't decide, choose the most recent, describe them, then list the others with no description.
- When describing tasks, use action verbs (managed, initiated, created, improved) and descriptive adjectives (friendly, reliable, timely, correct, accurate, etc.) that tell how well you performed.
- When possible, use numbers or percentages to show improvements (did you make changes that

saved the company time or money?). Numbers always impress supervisors!

- Bullets look great and make information stand out on a résumé. Additionally, bullets are dependent on whether the résumé is scannable or not (do not put bullets on a scannable résumé).

SPECIAL SKILLS

List your special accomplishments in this section and use section titles such as: Computer Skills, Honors, Activities and Special Skills. Some items to include may be:

Foreign Language Proficiency	Citizenship or Visa Status
Computer Language/Programming Skills	Computer Software Skills (Word, Excel)
Internet or Web Experience	Public Speaking
Professional Memberships	Clubs or Organizations
Academic Achievements	Scholarships/Awards

REFERENCES

- Always have your references available, whether they are listed on your résumé or not.
- “References Available Upon Request” is fine on the bottom of a résumé, but have the list available in case they are requested! (Wouldn’t you feel silly if a company requested your references and you did not have them available?)
- We recommend one professional reference (work related) and one academic (professor, adviser). If you do not have one of each, two of either is fine. Do not exceed four references.
- Do not use personal references or family members.
- Make sure your references are aware you are using them. Give them a copy of your résumé and let them know they may receive a call.
- We recommend listing references on the bottom of your résumé only if space permits. If not, list them on a separate page with your name on the top. References should be printed on the same type of paper as your résumé.
- Reference information should include name, title, company (or university), address, and phone number. If there is not enough room, leave off the address. Most companies prefer to call references.

ADDITIONAL RESUME HINTS

- Use space wisely. Print your and look at it. Does it “look” good?
- Fill the entire page. Don’t leave big, open white spaces. It is perfectly fine to have some white space, for it makes the résumé more readable.
- Make sure your résumé is clean, neat, well aligned, and perfect in every way. Your professional résumé should be printed on good bond paper.
- Leave a margin around the page, equal top and bottom, and side to side.
- EDIT, EDIT, EDIT!!! A quick once-over and a quick spell check do not make a perfect résumé! Have it proof read and critiqued by someone with experience in résumé writing. You may go through two or three iterations, but it is worth it!
- Keep your résumé to one page.

SEE THE SAMPLE RESUMES AT THE END OF THIS SECTION

SAMPLE RESUME

JOANN T. STUDENT

Campus Address
100 College Street
State College, PA 16801
(814) 555-6666
Jts101@psu.edu

EMPLOYMENT

OBJECTIVE: To apply my academic experience to an IST Internship position, beginning Summer 2001; interests include network design.

EDUCATION: BS in Information Sciences and Technology, May 19XX
The Pennsylvania State University, University Park, PA
GPA 3.56/4.00

Relevant Courses

Circuits and Devices	Electronic Circuit Design
Communications Systems	Discrete Time Systems
Embedded Microcontrollers	Optical Engineering

RELATED

EXPERIENCE: The Pennsylvania State University, University Park PA
Research Assistant August 19xx to Current

- Designed software to scan objects using machine vision techniques
- Developed code in C to grab the images and run the X-Y axis that the object rests on
- Created a 3D graph of the object using various image processing techniques

Burger King, Monroeville, PA
Assistant Manager May 19xx to August 19xx

- Handled customer complaints quickly and amiably
- Ensured smooth functioning of cash register and food production by developing a product flow system and directing other employees

COMPUTER

SKILLS: C/C++ Programming Microsoft Office Matlab
UNIX Logic Works HTML

ACTIVITIES: Treasurer, Student Internship Advisery Council
Math Tutor

HONORS: Dean's List two out of two semesters
Golden Key National Honor Society

REFERENCES: Available upon request

STEP FOUR: JOB SEARCH PROCESS

Students are free to conduct their own job search. There are many opportunities available as indicated in the "TIPS" section below. Remember that **all personally found positions must be approved by an IST faculty adviser** before they will be considered as an official internship assignment. Please prepare a job description and contact information from the employer and submit to the IST faculty adviser for the Internship Office to review.

Once you elect to designate this "personally found position" into an official internship and begin work for the company, every subsequent semester worked with that employer must also be considered an official internship. Failure to comply will result in being placed on "Academic Hold."

TIPS FOR CONDUCTING YOUR JOB SEARCH

- Make a list of company names, types of companies, and locations you would be interested in. Use this as your guide to assist you in your search.
- Begin by networking. Talk with family, friends, and faculty. Determine if anyone you know works with an identified company, or knows someone within the company of interest. Talk to your contact to see if you can get a name or address to send a résumé, cover letter, or call to request an interview.
- Use on-campus resources to research companies. Any library will have reference materials that can be used in the job search. Company files are maintained at the IST Internship Office (205 Hammond) at University Park and at the Career Services Office (413 Boucke). In addition, the Internet is a fantastic source of information. A great place to start is the "links" section of the IST Internship home page (<http://ist.psu.edu/internships>) where company information is listed. Many Penn State locations have Career Resource Centers with similar information.
- Attend the Career Fairs held at University Park in the Fall and Spring.
- Use the internet to find your favorite company and apply on-line for any internship opportunities. Search tech councils and various internship search engines. Some interesting websites:

<http://www.internshipprograms.com/home.asp>

<http://www.acm.org/crossroads/resources/internships.html>

<http://www.pghtech.com/members/index.html>

<http://www.tccp.org/home/>

http://www.techcouncil.org/member_directory.cfm

<http://www.wetfeet.com>

USING THE UNIVERSITY PARK INTERNSHIP OFFICE'S CAREER MANAGEMENT WEB SYSTEM

The IST Internship Office will work with employers to find internship opportunities for all participating students. Current opportunities are posted on our Career Management Web System. Each year we post positions with more than 500 employers seeking multiple students and options. **Students utilizing the Career Management Web System should view job postings several times per week.** Students may submit their résumé electronically to any employer seeking students. This system is extremely quick and easy to use and can be accessed via the web at (www.ist.psu.edu/internship) 24 hours a day, seven days a week.

JOB POSTING PROCESS FOR UNIVERSITY PARK CAREER MANAGEMENT WEB SYSTEM

1. Once you complete the University Park Internship Office registration requirements to use the system (all information is accepted into the system), you may view and/or sign-up to have your résumé forwarded to any employer seeking an intern.
2. Go to www.ist.psu.edu/internship and log into the Career Management Web System.
3. The main menu will be different than the first menu you used to submit your registration data and résumé, it will have several new links, the link related to job postings is:

“View/Sign-up for Job Postings,” which allows you to:

- View a list of IST Internship opportunities.
 - Submit your résumé to that employer for consideration.
4. Select this link and view the different job postings listed. The company name and location will be listed, but you must “click” on it to view the details of the job posting.
 5. If you review a job posting in which you have a sincere interest, at the bottom of the posting it will say “ If you would like to send your résumé to this company for consideration, click [here](#)” – simply “click here” and our office will automatically forward your résumé to that company.
 6. Jobs will be posted on the Career Management Web System, typically for a week to ten days.
 7. Sign up, via the Career Management Web System, only for jobs in which you have a sincere interest.
 8. **You are required to accept and sign-up for all on-campus interviews offered by an employer whom you referred your résumé to via our Career Management Web System. The only exception is if you have already accepted a job with another employer. Please notify the Internship office of any job acceptance immediately so you will not be put in this situation. Since you are at a non-UP location, you must be available for a phone interview for any job in which you are selected to interview.**
 9. We expect students to **act in a professional manner through the job search.** This means that students **must return calls or e-mails** from the Internship Office and from prospective employers. Do not ignore or avoid the calls or e-mails, as it will reflect poorly on you and on our program. It is acceptable to say “no” or to let an employer know you are not interested. They would rather hear that instead of continually trying to contact you.

How Does the University Park Internship Office Handle Job Postings and Interview Schedules?

- Employers request résumés for internship positions.

- The job description is entered into the database. Job descriptions include the name and location of the company, a brief description of the job, a sign-up deadline date, and starting and ending dates and a list of identified majors.
- The job is typically posted for ten days. Occasionally, a position may only be posted for five days. Thus, it is important to **check the job listing section every two or three days** to ensure you do not miss any opportunities.
- Résumés are sent to the employer **the day following the application deadline** for the job. If résumés are updated and resubmitted before the application deadline of a job posting, the most recent résumé will be sent to the employer.
- Students interested in having their résumé referred simply need to click where noted at the bottom of the job posting. If you submit your résumé to a company and are selected for an interview by that company, you **must** accept and attend the on-campus or phone interview.
- If you accidentally sign-up for a job posting in which you are not interested, immediately call or e-mail the internship office to let us know to remove your résumé request from that employer.

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STEP FIVE: THE INTERVIEW PROCESS

After sending out your résumé to several employers, the next logical step is to participate in the interview. The interview will get you the job.

Interviews will happen in several ways:

On-campus Interviews: The recruiter will come to the campus and interview students in person at some Penn State location. These interviews are typically arranged by the Commonwealth Campus Career Services for interviews at your campus or by the Internship Office at University Park for University Park interviews. Students will be notified via e-mail and the Career Management Web System if selected for an on-campus interview at University Park.

Phone Interviews: The recruiter will call students and conduct the interview over the phone. The internship office may set up these interviews, but most likely the company will just call the student “out-of-the-blue” and conduct an interview.

On-site Interviews: This is an interview at the company. The employer will invite you to their location and conduct the interview there. Depending on the location, it may be a short interview, or it may be a full day interview.

The first contact by the employer or by our office will typically be a phone call or e-mail to you. If you are not around, someone will leave a message on your answering machine or with a roommate.

ANSWERING MACHINES

We strongly suggest that you purchase an Answering Machine, and set it up with a clear professional message. Many employers have notified our office of loud, unprofessional, and even crude messages. We have had recruiters tell us that their policy is to simply go to the next name on the list.

We suggest a simple: “You have reached (Your names here) at (Your phone number here), we are unable to take your call right now, please leave a message after the beep.”

ROOMMATES

If you have roommates and are actively searching for a job, be sure your roommate is aware of your search. Make sure they make you aware of any answering machine messages for you, or take an accurate message if they answer the phone.

NOTIFICATION AND SCHEDULING OF INTERVIEWS THROUGH THE UNIVERSITY PARK CAREER MANAGEMENT WEB SYSTEM

University Park campus interviews are typically set-up by the internship office. You will be notified

by e-mail and in the Career Management Web System that you have been selected for an interview. As soon as you know you are selected, you must do the following:

1. Log into the Career Management Web System. You will see these two options (among others):

“Sign-up for Interview Schedules,” which allows you to:

- Sign-up for interviews for which you have been selected.
- Sign-up for an interview if the schedule is listed as an “open” schedule (a schedule open for any student to sign up).
- Sign up to attend any special workshops or presentations sponsored by the Internship Office or recruiters.

“Review Interviewing Activity”

- This section informs you if you have been selected for an interview and maintains the dates & times of interviews for which you have previously signed up.
- Enables you to review your current and past interviewing activity.
- ***You should check this section several times per week.***

2. Review your interview activity to see if you have been selected for an interview.

3. Go to the “Sign-up for Interview Schedules” and locate the name of the company for which you have been selected for the interview.

4. Click on the name of the company, and the details about the interview will be provided.

5. At the bottom of the interview information, you will be prompted to select an interview time slot. Select a time slot and you are all set.

6. The sooner you schedule your interview, the better the selection of time slots.

7. If the remaining time slots are not acceptable due to exam or class conflict, you must notify the internship office as soon as possible and we will aid you in making interview arrangements at a suitable time.

8. If you forget where or when your interview is, refer to the “Review Interview Activity Section” to see a reminder about upcoming interviews.

WHAT DO I DO IF I WAS SELECTED FOR AN INTERVIEW AT UNIVERSITY PARK?

If I am able to attend...

- Most on-campus interviews take place in the Interview Center, located in the basement of McAllister Building. McAllister Building is located between Old Main and the HUB.
- If your interview is held in the Interview Center, refer to the notebooks on the counter and at the front desk for a listing of companies and interview schedules. Look for the company you are interviewing with, and confirm your time on the schedule. Then have a seat in the lobby and watch the monitors scattered throughout the Center. At your scheduled interview time, the time, company name, schedule number, and room will be shown on the monitor. When this appears, go to the scheduled interview room. **DO NOT** go to the room until prompted by the TV monitor. Remember, interviews often run late. You do not want to walk in on another student’s interview.

Occasionally, interviews will be held in 205 Hammond Building. If you are uncertain as to the interview location, do not hesitate to call our office (814-863-1032) for confirmation

If I am not able to attend....

If you are selected for an interview and are not able to drive to University Park for an on-campus interview, we will **try** to set up a telephone interview. Not all companies will agree to this request, but we will do our best. **You must do the following if selected for an on-campus interview:**

- Call the Internship Office and inform us that you are not a UP student and would like to schedule a telephone interview in place of an on-campus interview.
- Select an interview slot (as described in the "Notification and Scheduling of On-Campus Interviews" section), and provide us by e-mail, a phone number where you may be reached at that time.
- The recruiter will contact you at the designated time and phone number to complete the interview. Be prepared and waiting for the call.
- .

ON-CAMPUS INTERVIEWS AT NON-UP LOCATIONS

If an employer chooses to interview at a Penn State campus closer to the candidate pool or their location, interviews will be set-up in the normal interview location at that campus. Selected students will be notified of the location and the interviews will be scheduled as noted in the "General Information about On-campus Interviews."

TELEPHONE INTERVIEWS

- Set a specific time and date for a telephone interview.
- Do not be surprised if you get a "cold" call from a company that is interested in conducting an interview. Assume any call from a prospective employer is an interview.
- Try to use a private line in an office or at home.
- Avoid interruptions.
- Do not conduct a telephone interview at work.
- Try not to use a line that has call waiting. If you must, ignore any incoming calls.
- Do not use a portable phone; reception can be a problem.
- Be sure the interviewer has a copy of your résumé in advance and have one in front of you during the telephone interview.
- Make sure the phone reception is clear at both ends.
- Speak clearly, enunciate your words, speak loud but do not shout, refrain from using slang "yeah" and "na," use "yes" and "no."
- Remember that the interviewer cannot see head or hand motions.
- Complete the follow-up as you would a face-to-face interview by asking for a contact name and phone number. Remember to thank the interviewer for the opportunity.

ON-SITE INTERVIEWS

An on-site interview will occur when an employer invites you to their location for an interview. Normally the interview will consist of a tour of the facility and individual or group interviews with managers who are interested in hiring you for their department. Typically you will be taken to breakfast or lunch if the interview is scheduled during that time frame. You may be invited to an on-site interview alone, however, sometimes a company will bring in all viable candidates on the same day, and you may all meet and have several sessions together.

Other Information:

- Companies should reimburse you for travel, accommodations, and meals for an on-site interview.
- This is not the time to splurge on meals, room service, etc. Regardless of what others are doing, do not drink alcohol. Everything you do is considered part of the on-site visit interview process. You are being scrutinized at every step of the way. Professionalism is a must.
- Collect business cards or names of everyone you talk with. It is not necessary to send a thank you note to everyone, but definitely send one to your main contact. In the letter, mention the people in other areas.
- Always be on your best behavior. Wear professional attire and prepare as you would for any interview.

THE TYPICAL INTERVIEW

ICE BREAKING

2-5 MINUTES

- Good handshake, introduction and small talk. How about those Nittany Lions?

INTERVIEWER'S QUESTIONS

10-12 MINUTES

- Company representative will give you some information about the company.
- Know yourself and your "fit" with this company/position

APPLICANT'S QUESTIONS

8-10 MINUTES

- Have 3-5 questions prepared; an interviewer expects questions
- Convey your interest in the company/position
- Not the time to ask about salary benefits housing, etc.

CLOSING REMARKS

2-3 MINUTES

- Thank the representative and request a business card.
- Find out about when and with whom you should follow-up.

INTERVIEW REMINDERS AND SUGGESTIONS

- Know what time and where your interview is. **Be there early!**

- Be prepared for the interview before you get there.
- Know yourself and know what is on your résumé. Be prepared to elaborate on your work experience and any items on your résumé.
- Refer to the list of “Frequently Asked Interview” questions. Review these questions, and think of good replies. Your answers should not sound rehearsed.
- Research the company. Know enough about the company to ask intelligent questions. Be prepared to answer the question “Why do you want to work for this company?” You can research the company by using the web and by talking to students who have worked or are currently working at the company. Your campus career services may have a library of company information. At University Park, Career Services in 413 Boucke Building has company brochures and the Internship Office in 205 Hammond Building has company information and past student reports.
- Career Services located at University Park in 413 Boucke Building has a Mock Interview Program where you can practice the interview process and be evaluated on your performance (non-UP students check with your Career Services Organizations to see if there is a Mock Interview Program at your campus). The Mock Interview Program is a fantastic way to develop and hone interview skills. We strongly encourage all IST internship students to take advantage of a mock interview. In addition, practice in front of a mirror - notice your expressions, and listen to your voice inflections.
- Bring a portfolio or briefcase with paper and a pen so you can take notes or jot down questions you would like to ask. Keep notes to a minimum.
- Bring copies of your professional résumé, transcript, and reference list.

RESUME REFERRAL / INTERVIEW SIGN-UP POLICY FOR STUDENTS USING THE UNIVERSITY PARK CAREER MANAGEMENT WEB SYSTEM

If you submit your résumé to a company **and are selected for an interview by that company**, you **must** accept and attend the interview.

MISSED INTERVIEW POLICY

- It is unacceptable to miss an interview.
- If you miss an interview, you will be put on probationary status until a letter of apology is written to the employer and a copy is provided to the Internship Office. While on probationary status, you may not use our office to conduct the job search or sign up for interviews.
- If extenuating circumstances cause you to miss an interview (severe illness, death in the family, etc.), call the Internship Office immediately and we will proceed from there.

INTERVIEW TIPS

At some point in your job search, you will have to perform on cue in an interview. Knowing what to say and how to say it is critical. Determining who you are and what you want in a position, as well as how you fit into the organization are the keys to a successful interview.

Many students tend to enter into the interview with the idea they are beggars looking for a handout; interviewers seldom hire people out of the goodness of their hearts. They are looking for people who fit into their organization and can solve business problems. Taking an active stance has many benefits for the job seeker. It helps to manage your anxiety and present your best

professional self. It also helps you to evaluate whether you really want to work for the interviewer. In order for you to fully enhance the interview process you must have self-esteem. You must convey to the interviewer that you are someone with critical skills and can add value to their organization.

Your task is as follows:

1. Get to know your product (yourself) inside out.
2. Research customers (employers) who are most likely to buy that product.
3. Learn to understand the real needs of the employers.
4. Present yourself as someone who can really add value to an organization.

TYPES OF INTERVIEW QUESTIONS

CONTENT – Closed ended questions, used to verify or confirm specific information.

“How many...”

“Do you have a preference for...”

“Are you willing to...”

FORM – Open-ended questions, used to elicit behavioral samples and detailed information.

“Tell me about...”

“What did you...”

“How did you...”

“Describe a time when...”

“Give me an example of...”

“Why” questions are used to obtain information about a candidate's preferences, motivations, perceptions, reasoning, etc.

FORM questions tend to dominate in an interview because of two qualities that predict job success in any environment:

1. Communication/Interpersonal Skills – toward customers, clients, co-workers, support staff, supervisor's etc.
2. Motivation – how excited you are about the job

TWENTY-FIVE FREQUENTLY ASKED QUESTIONS

1. Tell me about yourself. Expand on your résumé.
2. What type of position are you most interested in?
3. What are your long-term goals? Where do you hope to be in ten years?
4. Why do you feel that you will be successful in...?
5. What supervisory or leadership roles have you held?
6. How do you spend your spare time?
7. What have been your most satisfying and most disappointing experiences?

8. What are your strongest (weakest) personal qualities?
9. Give me some examples that support your interests in...?
10. Why would you like to work for our company?
11. What courses did you like best?
12. What did you learn or gain from your part-time and summer job experiences?
13. Which geographic location do you prefer? Why?
14. What led you to choose your field or option?
15. What can you do for us now? What can I do for you?
16. Why are your grades low?
17. Tell me about your extracurricular activities and interests.
18. What have you learned from your mistakes?
19. How do you work under pressure?
20. How do you keep informed about what is going on in your field?
21. What are the most important rewards you expect from this position?
22. How would you describe yourself?
23. What motivates you to put forth your greatest effort?
24. How do you determine or evaluate success?
25. What two or three accomplishments have given you the most satisfaction? Why?

QUESTIONS TO ASK EMPLOYERS

Be proactive during your interview. Don't pass up the opportunity to gather more information about the company and the job. It indicates to the interviewer that you are interested in the job, and can later help you decide if you actually want it.

1. What do employees seem to like best and least about the company?
2. How large is the department where the opening exists?
3. What type of orientation do new employees receive?
4. What would be my primary responsibilities?
5. What are some types of ongoing and anticipated projects?
6. How much exposure or contact would I have with supervisors, mentors, customers and management?
7. How does this job fit with the mission of the organization?
8. How much freedom am I given to solve problems?
9. How will I be evaluated in my job?
10. What types of employees tend to be most successful?
11. What do you like best/least about working for this department/company?
12. Describe a typical workday in the department?
13. What impact will your recent acquisition (or some other current issue or event) have on the company?
14. Will I have opportunities to work independently?
15. What is the relationship of this organization with the local community?

NEGATIVE FACTORS EVALUATED DURING AN INTERVIEW

1. Poor personal appearance.
2. Overbearing; overaggressive; conceited; "superiority complex;" "know-it-all"
3. Interviewee inability to express themselves clearly.
4. Lack of planning for career. No purpose or goals.

5. Lack of interest and enthusiasm. Passive, indifferent personality.
6. Lack of confidence and poise, nervousness, ill at ease.
7. Failure to participate in activities.
8. Overemphasis on money.
9. Poor scholastic record.
10. Expects too much too soon.
11. Make excuses. Evasiveness.
12. Lack of tact.
13. Lack of maturity.
14. Lack of courtesy.
15. Condemnation of past employers
16. Lack of social understanding.
17. Marked dislike for schoolwork.
18. Limp, fishy handshake.
19. Fails to look the interviewer in the eye.
20. Merely shopping around.
21. Little sense of humor.
22. Little interest in industry or company.
23. Low moral standards.
24. Narrow interests.
25. Intolerant.
26. Inability to take criticism.
27. Late for the Interview without a good reason.
28. Never heard of the company.
29. Asks no questions about the job.
30. Indefinite response to questions.

Extracted from: Endicott, Frank S., Director of Placement, Northwestern University, *Making the Most of Your Job Interview*

INTERVIEWING ETIQUETTE

DO'S

1. Do your homework. Know the job and the company.
2. Be early (approximately 10-15 minutes).
3. Dress Professionally.
4. Be prepared to sell yourself as a result of your preparation. Know where you fit in.
5. Act confident, smile and maintain eye contact.
6. Communicate your genuine interest in the company and the position.
7. Listen carefully to the interviewer and respond directly. Ask for clarification.
8. If asked for a specific example, be specific.
9. Play an active role in the interview. Be dynamic.
10. Be sensitive to interviewer's non-verbal cues.
11. Be positive about past employers and your education.
12. Have 3-5 written questions for the recruiter.
13. Thank the interviewer and ask about follow-up.

14. Ask for a business card or write down names, phone numbers and addresses.
15. Know yourself: interests, skills, strengths, weaknesses and goals.
16. Bring a copy of your résumé and references.
17. Always make some notes after the interview for future reference and improvement.

DON'TS

1. Don't be late.
2. Don't look disheveled, unorganized or panicked.
3. Don't yawn.
4. Don't chew gum or candy.
5. Don't slouch in your chair.
6. Don't ramble or mumble.
7. Don't get into highly emotional areas of your life.
8. Don't give a canned response to questions.
9. Don't be overly general in your response.
10. Don't be arrogant.
11. Don't ask about benefits and salary; wait for the interviewer to mention.
12. Don't be unrealistic about job and career aspirations.
13. Don't talk too much.
14. Don't talk too little.
15. Don't undervalue your background.
16. Don't accept an offer on the spot; tactfully request time to consider the offer.
17. Don't forget to get a business card or name, phone number and address.

INTERVIEW FOLLOW-UP

- Always follow-up with a thank you letter or card.
- Ask recruiter what follow-up procedure they prefer.
- Don't call a recruiter unless they encourage you to do so.
- If you are not successful getting job offers or second interviews, get help from the IST Internship office (205 Hammond) or Career Services (4th floor Boucke).

CANDIDATE ASSESSMENT

Recruiters are assessing candidates based upon a candidate profile. A candidate profile is a definition of skills and characteristics that are needed to be successful in a particular job and organization.

In the on-campus interviews, the recruiter usually assesses a combination of the following factors:

- Educational experience, coursework, and performance (GPA).
- Work experience and other internships.
- On campus involvement.

Assessment of personal characteristics (vary by recruiter/company):

Communication Skills	Stress Tolerance Level
Leadership	People Orientation
Initiative	Maturity
Creativity	Analytical Skills

COMMON INTERVIEWER CONCERNS

COMPETENCE

Did the interviewee sell his/her capabilities by doing one of the following?

- Discuss relevant skills, experiences, and/or knowledge
- Present transferable skills or personality attributes
- Display relevant skills or beneficial traits
- Did the interviewee personalize/reinforce any of the above examples or explanations?
- Could they have sold their capabilities further through this question? How?

COMMUNICATION SKILLS

Non-verbal communication:

Eye-Contact
Facial expressions/hand gestures
Listen and pause
Posture

Verbal communication:

Length of response
Organization/fluency of response
Proper/professional grammar
Voice projection

ENTHUSIASM/COMMITMENT

- Did the interviewee show commitment and interest to the career or occupation?
- Did the interviewee display positive energy and enthusiasm through their tone of voice, non-verbal communications and attitude?

POISE AND MATURITY

- Did the interviewee display maturity and professionalism when answering difficult questions or questions regarding adversity?
- Did the interviewee display overall poise during the interview?

LEADERSHIP AND AUTONOMY

- Did the interviewee point out past experiences where they held leadership responsibilities or took initiative?
- Did the interviewee display overall self-confidence?

OUTSIDE INTERESTS

- Did the interviewee point out significant transferable skills from outside interests/activities?
- Did the interviewee present himself or herself as a well-rounded person?

PERSONAL IMPRESSION

- Did the interviewee display an appropriate physical appearance?
- Did the interviewee display friendliness, self-confidence, and enthusiasm?

LIKEABILITY

- Was the interviewee relaxed and sincere?
- Did the interviewee have a positive attitude?

INTERVIEW ATTIRE - *Conservative is always best!*

Women

- Hair neat, and pulled out of your face.
- Conservative make-up.
- Use no or little perfume.
- Conservative jewelry. Limit the amount worn and keep it small. We suggest removing eyebrow or nose rings for the interview, but it is your choice.
- Quality well fitting business suit.
- Appropriate skirt length, at or near the knees while standing.
- Nails clean and shaped: No bright colors or chipped polish.
- Neutral hosiery.
- Pumps with a medium to low heel and closed toe are the best choice.
- Quality briefcase or portfolio (Limit to one) with a quality pen.

Men

- Hair neatly trimmed and combed; preferably not below the collar line. If hair is long, pull it back. Beards and mustaches should be neatly combed and trimmed.
- Neatly trimmed nails. Absolutely no polish guys!
- We recommend removing earrings, eye brow rings and nose rings, but it is your choice.
- Use little or no cologne.
- Pressed, light-colored, long sleeved (even in summer) dress shirt.
- Conservative properly knotted tie, avoid flashy patterns.
- Shirt/tie/suit patterns should be properly coordinated.
- Quality well fitting suit in a classic color, if available. Clean pressed "Dockers" and a sport coat are acceptable.
- Suit pants well creased with bottoms breaking at shoe tops.
- Socks long enough, matching shoes or pants. No white socks!
- Good quality, leather, shined shoes that match suit.
- Quality briefcase or portfolio (Limit to one) with a quality pen.

NOTE: If you do not have an interview suit, you may wear a quality outfit that is well pressed and coordinated. Men can wear Dockers with a white, long sleeved shirt, sport coat and a conservative tie with clean shoes and coordinated socks. Women should wear a quality blouse, jacket and skirt, or pants, with matching shoes. It is always better to be overdressed!

SAMPLE FOLLOW UP LETTER (After Job Interview)

123 College Street
State College, PA 16801

August 23, 1998

Pat Weldon
President
Any Corporation
1810 Main Street
Chicago, IL 60605

Dear Ms. Weldon:

It was a pleasure meeting you today. I appreciate you taking time from your busy schedule to speak with me about your opening for an IST Internship student.

The position is exciting and seems to encompass a diversity of responsibilities. I believe with my experience and skills, I would be able to contribute significantly to your company.

I look forward to hearing from you in the near future. If you need any further information, please feel free to contact me.

Sincerely,

John Student
(814) 555-5555

SAMPLE FOLLOW UP LETTER (After Job Interview)

123 College Street
State College, PA 16801
(814) 555-5555

August 23, 1998

Pat Weldon
Director, Manufacturing
Any Corporation
1810 Main Street
Chicago, IL 60605

Dear Mr. Weldon:

Thank you for allowing me to interview for the IST Internship position in your department at Any Corporation. I appreciated the opportunity meet with the staff; everyone was most hospitable.

I was impressed with the operation and in particular the thought which has gone into the IST Internship Program. I came away very enthusiastic about the position.

Please extend my thanks to Dr. Lee, Ms. Murphy, and Mr. Sloan for their thoughtful discussion relative to the Manufacturing Department. Being part of such a team is indeed, an exciting prospect.

If you have any further questions please feel free to contact me. I look forward to hearing from you.

Sincerely,

John Student

cc. John Lee, Ph.D.
Joan Murphy
Edward Sloan

STEP SIX: SELECTING AND ACCEPTING A POSITION

SELECTING AN IST INTERNSHIP POSITION

Once you get an offer of employment, it is time to make sure you know and understand all the details surrounding that offer prior to accepting the position.

Things you should consider asking:

- Pay, including things like overtime pay or vacation pay
- Benefits, such as scholarships or tuition reimbursement, health, dental or vision care, 401K or other retirement or investment opportunities
- Start and end dates, daily work hours
- Relocation and housing
- Transportation
- Dress code
- What department will you be working for?
- Who is your supervisor?
- How many co-ops or interns will be at that location?

You may receive several offers from excellent companies. What is the best way to choose?

- Ask! Don't hesitate to speak with your IST faculty adviser, career services personnel or email the Internship Office to talk with someone regarding your opportunities. We will provide you with any information we have about the employer. Additionally, we can also direct you to internship reports written by students who have had an internship experience with your prospective employer.
- Talk with students who have had internship assignments with the company. The Internship Office at University Park can direct you to students who are willing to discuss their experiences with you.
- What are your goals and expectations from this experience? Create a list and rate each company against your criteria to see how they compare. For example, large vs. small companies, manufacturing vs. design or development, level of hands-on experience, pay and benefits are just some the criteria you can use.
- Discuss your decision with a close friend or relative. It is amazing how clear your choice becomes when you discuss it with someone else.

GETTING AN EXTENSION

You may be in a situation where you are awaiting one offer and you need to make a decision on another offer. What do you do?

- It is acceptable to ask for an extension for your reply to the first company. Do not ask for a long period of time, but an extra week should be acceptable.
- Contact the company whom you are waiting to hear from and ask if they have made a decision and let them know you have an outstanding offer to which you need to reply. This should prompt them to respond to you immediately.
- If you are really stuck and you can't get an extension or the other company is not responding,

contact the Internship Office for help, sometimes we can call the company and get information or an extension for you.

Drug Testing

Your offer of employment may be contingent on passing a drug test. This may take place in advance of the first day of work, or on the first day of work. If you fail the drug test, your offer of employment will be revoked.

ACCEPTING AN OFFER

The Internship Program defines acceptance as a **written or verbal** agreement of employment with the company. Offers come in many forms. Typically a company contact will call you with a verbal offer. They will follow-up with a written offer letter. If you agree to an offer in any way or form, it is considered acceptance.

To avoid misunderstandings, the IST Internship Office recommends the following:

- **Always ask for time to consider the offer before accepting.** Although it is OK to accept an offer over the phone, tell the company contact you would like to take time to consider the offer. Then determine a time frame and contact to respond to the offer. This will give you time to “sleep on it” and to talk it over with a friend or relative before accepting.
- **Be certain to know all the details** regarding the offer before accepting. Now is the time to find out about the salary and/or benefits, relocation policy, and aid in finding housing. You will need all of this information to make an informed decision.
- We recommend you **request the offer in writing** outlining the details.
- **Respond in a timely manner**, whether your response is an acceptance or rejection. This shows professionalism and provides the employer time to reject or offer positions to other candidates.
- Because of limited time, it may be necessary to accept an offer over the phone. Please understand that **a verbal acceptance is an acceptance** of an IST Internship position.
- **Write a letter of acceptance to the company.** Even if you verbally accept an offer, put it in writing so the company and you have it on file. Some companies will have you sign a written agreement of employment when you arrive.
- Once you have accepted an offer, **immediately inform your IST academic adviser or if you obtained the company contact through the Career Management Web System, also inform the Internship Office.** It is not ethical to continue the job search once you have accepted an offer. You are simply wasting the time of everybody involved.
- **If you had any other offers or outstanding interviews, you will need to contact the employer or the Internship Office so the employer can be notified and the interview canceled.**

REJECTING AN OFFER

The Internship Office and employers understand that students often receive several offers of employment and must therefore reject other opportunities. In this case, please remember that you are representing not only yourself, but also Penn State University and the IST Internship Program. **Therefore, it is important that you conduct yourself both ethically and**

professionally.

To avoid offers in which you will not be interested, please be sure to evaluate each job posting before you submit your résumé. This means that if you like the employers, or job, but are **not** interested in the semester placement, or location, do **not** submit your résumé. Additionally, do not submit your résumé and expect to talk the employer into another location, job, or semester. You should always strongly consider location, start time (semester) and schedule before submitting your résumé.

After an offer has been extended please respond in a timely and professional manner. It is inappropriate and very unprofessional to not respond to an interview request or job offer. Employers will not be “mad at you” for not accepting an offer; it is part of the normal job search process. Just reject professionally and move on.

Do not lie to the recruiter, if you are not interested, simply thank the employer for the offer, let them know you are not interested in their opportunity at this time and that you are accepting another offer, have accepted another offer, are remaining in school, etc. Let them know that you may be interested in future employment with their company (if you would be) so you don't burn any bridges and leave yourself open to a future internship or full-time job with that company.

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SAMPLE REJECTION OF OFFER LETTER

123 College Street
State College, PA 16801
(814) 555-5555

September 17, 1998

Pat Weldon
Director, Manufacturing
Any Corporation
1810 Main Street
Chicago, IL 60605

Dear Mr. Weldon:

Thank you for taking time to meet with me to discuss the opportunities for employment within your Information Technology Department.

While I appreciate your generous offer, I have decided to withdraw from consideration for the position. I have accepted a position elsewhere which I feel is better suited to my long-term goals.

Thank you for your time. I wish you the best of luck your future endeavors at Any Corporation.

Sincerely,

John Student

SAMPLE ACCEPTANCE LETTER

123 College Street
State College, PA 16801
(814) 555-5555

September 17, 1998

Pat Weldon
Director, Manufacturing
Any Corporation
1810 Main Street
Chicago, IL 60605

Dear Mr. Weldon:

I would like to express my thanks for selecting me for the IST Internship position with Any Corporation and accept the internship position for summer 2000. This is an exciting opportunity, and I am eager to join your company.

I have completed the required Penn State IST Internship Program registration, and will begin working for you three weeks from today. During the interim, I will remain in contact with Joe Benefits in order to ensure that my transition to industry is a smooth one.

Again, thank you for your confidence and support. I look forward to fulfilling your expectations.

Sincerely,

John Student

STEP SEVEN: PREPARING TO DO AN INTERNSHIP

Once I accept an offer, what do I do?

1. **Inform your IST academic adviser immediately** after you have accepted a position. It is not ethical to continue the job search once you have accepted a position.
2. **Inform other companies** who have extended you job offers that you have accepted a position with another company and thank them for the opportunity.
3. **Meet with an adviser** in IST to discuss your schedule and internship work periods.
4. **Attend a Pre-Employment Seminar (if offered at your campus)**. This seminar will cover all steps that need to be taken prior to going out on an internship. All students should attend this seminar before **each** internship. If a Pre-Employment seminar is not offered at your campus, you must discuss the next steps with your IST academic adviser.
5. **Complete the on-line mandatory Career-Related Employment Information Form each and every semester you are engaged in a career-related work experience, whether for internship credit or not**. This form takes only five minutes to complete and is a very important tool for the IST Internship Office to monitor the work experiences of all IST students. The data will be used for internal and external reporting of statistics.
6. **Register for the Internship credit(s) through your own campus**.
7. **Contact your campus housing office if you need to cancel a dorm contract** for the semester you are on internship. If the housing office needs verification, your IST academic adviser can write a letter of support or contact the Internship.
8. **International students are required to meet/talk with a representative** of the International Student Office, located in room 222 Boucke, (814) 865-6348, to discuss employment/education requirements. As an international student, it is very important you fully understand the student requirements established for international students.

REGISTERING FOR IST 295B (Associate Students) OR IST 495 (Baccalaureate Students)

Each semester you are an IST Internship, you must be registered for the internship class. UP students must register through the IST Internship Office and Commonwealth College students must register through their respective campus.

Associate Degree Students:

Associate Degree students are required to register for IST 295B for three (3) credits to meet the IST Internship degree requirement. If working part-time and attending classes full-time, the following registration schedule may be followed: 100-149 hours of work per semester (1 credit), 150-299 hours of work per semester (2 credits), 300-400 hours of work per semester (3 credits).

Baccalaureate Degree Students:

BS students must register for one (1) credit of IST 495 to meet the IST Internship degree requirement. However, for each semester (up to a total of three semesters) that you are participating in an internship found through the IST internship Office (company referral or acquired through UP database), you must be registered for IST 495 for one (1) credit. If multiple work experiences are completed, up to three (3) credits of IST 495 can be applied towards other degree requirements in IST.

A student must work a minimum of 400 hours in order to be eligible to register for IST 295B or 495.

There are no actual classes to attend during any internship rotation. Your IST internship experience is considered your class.

WHY DO I HAVE TO REGISTER FOR INTERNSHIP CREDITS?

IST internship is an academic program. As such, we must meet certain requirements by the University and the School of Information Sciences and Technology. One of these requirements is that each IST internship is considered an academic endeavor and all students must be registered through the university.

REGISTRATION BENEFITS

- As a registered IST internship student, you are considered an active, full-time student through Penn State.
- You can still maintain health insurance coverage through your parent or guardian.
- You will not have to begin paying back student loans already received, thus your loan deferment will continue.
- You may live in Penn State housing if your internship is local to any campus location.
- The credits will be used for academic degree requirements.

HOW DO I REGISTER FOR THE INTERNSHIP CLASS?

You must register with your respective campus in accordance with their policies and procedures. Notify your IST academic adviser each semester you plan to be working with your internship employer. Your academic adviser will go over the procedures specific to your campus. Students who fail to register risk being placed on "Academic Hold" until their registration is resolved.

TUITION AND FILING YOUR BILL

What is "filing my bill"?

Each bill that is sent from Penn State includes a tear off return section. When this section is returned to Penn State, this is considered "filing your bill". Therefore, by sending back this returnable section with your semester payment you are filing your bill.

If you do not file your bill before the end of the semester, you will be dropped from any classes

for which you were registered that semester.

As an internship student, you must send back the tear off portion of the bill with proper payment for your IST internship class to complete the registration process for your internship.

What tuition do I pay while completing an internship?

As an internship student, you are only required to pay tuition and associated fees for the number of internship credits and any other PSU class(es) you may be taking while on internship. **You do not need to pay full-tuition if you are taking less than 12 credits during your internship semester.**

During the fall and spring semesters, you will receive a bill for full-tuition, which is how Penn State normally processes bills. Once you receive your bill, you cannot ignore it. **PSU will NOT** send you a modified bill reflecting only what is owed due to the internship. You need to:

1. Calculate the amount owed for the internship credits and any other class you may be taking.
2. Calculate the associated fees. (These costs can be viewed on the Penn State Bursar's web page at <http://www.bar.psu.edu/tuition.html>. Or by calling the bursar's office at 814-865-6528)
3. Add the credit cost and the fees together to get your total bill.
4. Send a check or money order for this amount, along with the return form on your bill and a note letting the bursar know you are registered for internship.

During the summer semester you will receive a bill that reflects the per-credit amount for the internship class you are taking, so just pay this bill as you normally would.

FINANCIAL AID

Students participating in the IST Internship Program are **NOT** eligible for financial aid assistance for the semesters they are on full-time internship assignment and registered for less than six (6) credits. This includes state and federal financial aid, as well as grants and scholarships. Because all financial aid packages are tailored to the student, the PSU Internship Office strongly encourages all students contact the Financial Aid Office at their campus. In addition, students with grants and/or scholarships should also contact their granting agency.

Financial Aid Specifics

- All students on internship are able to continue to defer student loan repayment. Any student who receives notification of repayment while on internship should contact the Internship Office immediately so we can resolve the situation.
- In most cases financial aid allocations will be applied to future full-time semesters.
- All internship students apply for financial aid at the same time as they normally would. Students are responsible for acquiring and completing their financial aid applications.
- **A minimum of six credits**, including internship, must be taken to qualify for a **portion** of your financial aid package during an internship semester. This can be helpful for those students who wish take a class or two at a nearby campus.
- In some cases, scholarship students have been allocated their funds while on internship. This is totally dependent on the type of scholarship and the discretion of the awarding agency. Students should contact their granting agency for specifics.
- Wages earned while on internship assignment will be applied as additional family contribution when determining a student's future financial aid packages. Please note that this may lower future financial aid disbursements.
- While on internship assignment, students have the opportunity to earn substantial income as well as enhance their IST education. Many internship students allocate a portion of their earned income to future educational expenses.

Financial Aid Checklist

To help you understand the annual calendar for financial aid, especially in regards to interns, here is a checklist to help you out:

- Jan Complete the Free Application for Financial Aid (FAFSA) with actual tax info.
- Mar Check with your home state grant agency for your states application deadline and instructions.
Begin a Student Aid File of all important papers including: copies of FAFSA, tax returns, letters, etc.
- Apr Make corrections to your Student Aid Report (SAR) if necessary.
Contact your Student Aid Office to discuss summer aid eligibility.
Schedule summer classes.
- May **MAY 1 is the deadline** for Pennsylvania Higher Education Assistance Agency (PHEAA) to receive your FAFSA record and to award PA State Grants.
- Jun Expect your fall/spring award notification
Apply for student or parent loans, sign all necessary promissory notes.
Make any address changes
- Jul Complete verification if requested
Set up ACH, direct deposit, through Bursar's Office
- Aug Return your fall bill to complete your registration process
Expect all Fall aid to disburse during the first week of classes, if aid eligibility requirements are met.
- Oct Schedule Spring Classes
Contact your Student Aid Office to discuss your spring Disbursement
- Dec Return your spring bill to complete your registration process
Expect your spring aid to disburse during the first week of classes if all aid eligibility is met.
If you are currently receiving financial aid, you should receive a renewal FAFSA.

DORMS AND SUBLETS AT PENN STATE

- **Dorms** – You must cancel your dorm contract for the semester you will be out on internship assignment (if you will be away during a spring or fall semester). The Internship Office will write a letter of support to your housing office if they require proof of internship. It is your responsibility to initiate this process with the Housing Office at your campus. If you are on internship during the **fall** semester, your contract will be canceled during the fall semester, but you are still bound to the contract during the spring semester. Upon your return, the Housing Office will make every effort to house you in the same area, however, roommates and the same room are not guaranteed. If you are going on internship during the **spring** semester, and wish to live in the dorms the following year, it is your responsibility to request a dorm contract for the following year. We strongly suggest you contact your campus housing office before going out on internship assignment.
- **Sublets** – If your campus has a way to advertise private housing, you may post availability of your apartment on that site. It is your responsibility to find or rent a sublet. The Internship Office has no authority in private apartment matters.

RELOCATION AND HOUSING AT YOUR INTERNSHIP

- You may have to relocate to a new city for your internship assignment. Employers may pay for car mileage, meals, or motel costs depending on the distance. You should know what relocation compensation your employer will provide in advance.
- Employer assistance varies widely concerning housing for internship students. Some companies may supply housing or provide housing stipends, but most often you will be responsible for finding and paying for your own housing. Most employers are very helpful with at least pointing you in the right direction or providing you information on where and how to find housing. So remember, **ask the employer for assistance to help you get started with your housing search.**
- If the company does not supply housing, there are several steps you may take in your search:
 - ❖ Contact current and past students who have previously worked with the company.
 - ❖ Ask the company if there are any employees who have apartments for rent.
 - ❖ Check the local newspapers (can usually be found on the Internet).
 - ❖ Contact local real estate agencies.
 - ❖ If there is a local university or Penn State campus, you may live in Penn State housing or check for a sublet.
 - ❖ If all else fails, contact the Internship Office for assistance. Sometimes we can put you in touch with students who will be returning from an internship at the particular location you are interested in.

STARTING YOUR JOB

- Before you start your first day, make sure you know the dress code of the work place. You do not want to be overdressed or underdressed, you want to feel comfortable.
- Make sure to time the drive to work during rush hour traffic. You do not want to show up late

the first day.

- Know what time and where you are expected to report.
- Know what documents you need to bring with you. Typically, you will need your drivers license and social security card. These are to process your paper work through your employers Human Resource Office.

THE FIRST DAY ON THE JOB

- You will probably start your first day in Human Resources completing the necessary paperwork for employment.
- Your next stop may be to Medical Services for a drug screen and/or hearing or sight test.
- Finally, you will go to your workspace. Depending on the company, you may have a desk, phone, computer, etc. for your use. Remember that these are not toys. These are for work.
- Make sure you are introduced and shown around the facility. This will allow you to familiarize yourself with your new surroundings, such as restrooms, cafeteria, copy and fax machines, and any meeting rooms you may need.
- If you have to get safety shoes or glasses, try to initiate that immediately.
- If you need to get linked into any systems or get some type of user ID for the computer system, make sure you initiate this immediately.

ADVICE TO NEW IST INTERNSHIP STUDENTS

- Don't be surprised if some of the first projects you are assigned are simple projects. Usually companies like to familiarize you with the company and see how you can perform on the initial projects to determine your ability for future projects.
- Don't be afraid to ask questions or ask for help. This does not mean you should bug someone constantly! This means that if you are stuck and need some guidance, or you want someone to review your work to make you feel more confident about it, don't be afraid to ask. Better to have a correction made before it could cause a problem.
- You may want to get some kind of computer calendar, or some type of date book. You will have to keep track of projects and meetings. There is nothing worse than showing up late or being unprepared for a meeting.
- There may be some "lull" times in your work schedule. Do not be afraid to ask for additional work, or try to come up with some projects on your own.
- Remember there is a chain of command in the office. If you are having problems, follow the chain of command. First talk to a co-worker, then maybe your supervisor, then perhaps their supervisor or a human resources representative.
- If you have any problems, and you want guidance, or you just need to talk, please call our office immediately. We will be happy to call you back in the evening. We are here for you. Do not ever hesitate to call. No problem is too small to call about.
- Don't feel entitled to things that other employees may have. You must remember that you are an internship student.
- Your internship experience should be career-related. If for any reason you do not believe this to be the case, please call our office immediately to discuss.
- The Internship Office will never contact a company based on a conversation with a student unless the student agrees to this course of action.

How can I check my e-mail while interning?

If you have access to a computer that supports POP mail (such as a Windows-based PC) you can use standard POP mail readers like Eudora or the mail tool with Netscape Navigator. When setting up the software, you need to put <userid>@email.psu.edu in the POP account field and smtp.psu.edu in the SMTP field. You can now read your PSU email as you normally would.

If your company gives you an e-mail address...you can forward your PSU e-mail by going to the web page <http://www.work.psu.edu>.

From there

Select "Edit Your Phone Book Entry"

A prompt will appear

Enter your current Access Account Username and Password

Select O.K.

Enter entire work email address in email field

(or change any other fields if you wish)

Scroll down to the bottom of the page (using bottom right scroll bar).

Select the button "Change Entry"

Using the Internet: If you register with Hotmail, an Internet e-mail provider, you may use your Hotmail account to check your Penn State e-mail. Go to <http://www.hotmail.com> for more details and to register. This is a free service. There are other Internet e-mail providers, but this one is well known and very common.

What if I am having problems with my internship assignment?

Occasionally we do have students who have problems, such as lack of work, assignments not matching their option field of study, conflicts with other employees, etc.

- The Internship Office would like the students to try to work the problem out on their own first. We will provide guidance and recommend several other courses of action.
- If you are unsuccessful in resolving the situation, call or e-mail your IST academic adviser and let them know that a problem exists. You are also welcome to contact the Internship Office to talk over the problems and get advice.
- The Internship Office will only intervene when the student requests it. We will happily call our human resources contact and work through any problems, or talk with a supervisor.
- Do not let the problem continue until the end of your assignment, and just decide that you do not want to return to the company. Make every effort to resolve the problem from the beginning. It is not fair to the company to lose a good student because they were not made aware of a problem with their program.
- Be patient! You may not get that challenging assignment the very first week you are on board. Give the company time to get organized just as you are given time to get oriented in your new surroundings.

SEXUAL HARASSMENT

If any student experiences sexual harassment, or is accused of sexual harassment, we strongly recommend you contact our office immediately and we will confidentially refer you to whom ever

you wish or need to talk with.

We will confidentially assist you in every way. This includes removing you from the situation. In addition, the following individuals may be contacted:

Carol German	PSU Designated Student Contact	(814) 863-1260
Anita Todd	Internship Program	(814) 863-1032
Rick McClintic	Internship Program	(814) 863-1032

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STEP EIGHT: FULFILLING YOUR INTERNSHIP REQUIREMENTS

AND GETTING YOUR GRADE

Note: *This process may vary from one Commonwealth College to another. Please check with the IST Internship Coordinator or IST faculty adviser at your campus for the complete procedure/process you need to follow. Use the following information only as a guideline.*

THE FOLLOWING STEPS ARE ALL MANDATORY TO RECEIVE A PASSING GRADE FOR YOUR INTERNSHIP:

As Soon As You Have Accepted An Internship:

Go to the IST Internship site <http://ist.psu.edu/internship> under the "Resources" category and fill out the **Career-Related Employment Information Form**. Do this for every semester you are participating in career relating work experience whether the experience is used for internship credit or not.

In the first two weeks of your work assignment:

You or your company must send the work period registration form back to your campus IST internship coordinator. This form will provide important contact information to include your address and phone number where you will be living, your work phone number, and your supervisor contact information.

At the midpoint of the semester (spring: March 12, summer: July 2, fall: Oct. 22):

Complete and return the midpoint evaluation form to your campus IST internship coordinator.

At the end of the semester:

1. Complete your work term report per the enclosed guidelines.
2. Send the original report and one copy back to your campus IST Internship coordinator by the due date (due dates are set each semester).
3. Complete the student evaluation of the company and the IST Internship Program.
4. Send the original and one copy of this form back to your campus IST Internship coordinator.
5. Have your supervisor complete and review with you the supervisor evaluation form. Both you and your supervisor must sign this form.
6. Send the original and one copy of this form back to your campus IST Internship coordinator.
7. **Keep a copy of your report and evaluations for your own records!**

HINT: *Do not wait until the last minute to do your report. The reports can be partially completed any time during your internship. Please remember, the report is a required academic assignment with a set due date. There is no excuse for not knowing about the assignment or the due date.*

If you are doing back-to-back internships, you will need to complete the above requirements for each semester that you are interning. Make sure you mail copies of your report and evaluations to the IST internship coordinator at your campus the due dates given.

**** If you are graduating the semester you are interning**, you must complete and submit all end of the semester requirements **before finals week**. Your report will be graded and a grade submitted to meet your graduation requirements.

IST Internship Report Requirements

Submission Information and Due Dates

The original and one copy of your report and evaluation are due by 5:00 PM on due date determined. Please mail your report and end-term evaluations to the IST Internship coordinator at your campus.

REPORT FORMAT AND LENGTH

The report must be typed (double-spaced), using your best grammar, and be 5-6 pages in length (including the abstract). You must have a cover page in an identical format to the example provided below, which includes a signature line that must be signed by your supervisor to signify that the report does not contain company proprietary information. You must include an abstract as the first page of your report. An abstract is not an introduction; it is a brief (50-70 words) summary of your report.

Reports per the following guidelines must be submitted each and every semester that you are completing IST Internship experiences. If you would prefer to do a project different than the basic report (a plant tour, a presentation, etc.), project proposals will be considered by the IST adviser in your option.

COVER PAGE: The following information must be provided in the top left-hand corner:

Name
Option, BS or AS
Internship Semester and Year
Employer and Employer Location

Centered on the page should be the report title in big bold letters.

Below this title should be the following statement and location for your supervisor's signature:

I have read this internship report and agree that it contains no proprietary information and it may be submitted to the IST Internship Program at Penn State.

Supervisor Signature: _____

Supervisor Title: _____

REPORT CONTENT: The student should write a report to address the following topics:

- A description of the environment in which the internship takes place. In most instances this will be a description of the company or government unit.
- A description of the practical assignment.
- A description of the accomplishments of the intern during the practical experience.
- An evaluation of the effectiveness of the internship. In particular, describe the areas in which knowledge and skill enhancement took place. Where appropriate, note where intern expectations were not met.

YOUR INTERNSHIP GRADE

- Once your report and evaluations are received, an IST faculty member will review and grade each report.

- If your report is within one week late, your grade will be reduced by one letter grade, if your report is one to two weeks late, it will be reduced by two letter grades, if your report is more than two weeks late, you will automatically receive a failing grade.
- You will receive a letter grade for your internship class which will be calculated into your GPA.
- Due to the number of reports that must be graded each semester, the reports are typically not graded in time to submit a grade by the end of finals week. As a result, most students are initially assigned a "DF" for "deferred grade" (this is not a D or an F!!!) **DO NOT BE ALARMED BY THIS, IT IS NORMAL PROCEDURE.** Once the reports are graded, a grade will be submitted and the "DF" will be removed and replaced with a letter grade.

STEP NINE: RETURNING FROM YOUR INTERNSHIP

ONCE YOU RETURN:

- If you are registered with the University Park Career Management Web System, please log in and update your contact information and résumé.
- Inform the Internship Office at University Park (814-863-1032) of your plans for future

internships so we can update our database with your job search status.

- Concentrate on classes and enjoy your semester back at Penn State.

If you are planning no further internships and will be graduating:

If you are registered with the University Park Career Management Web System, you must inform the University Park Internship office of your status and we will update our database to reflect your planned graduation status.

THINGS TO REMEMBER

- Be sure to remember to mail in the original report and evaluations along with the required copies by the required due dates.
- If you plan to graduate the semester you are on assignment, you **MUST** turn in all required reports and evaluations by the senior deadline established by the School of Information Sciences and Technology. Failure to meet this obligation **WILL** result in your failure to graduate on time.

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APPENDIX

The Appendix contains forms that are used in the IST Internship Program at University Park. Your campus may have requirements, forms and reports that are completely different from what is listed below. Please check with your Campus IST Internship Coordinator/Adviser for the correct forms that need to be filled out at your campus. For Commonwealth Campus students who would like to register with the University Park Internship Program and use the Career Management Website as a job search medium, you will need to fill out and sign the **STUDENT AGREEMENT Form** and the **CONSENT TO RELEASE RECORDS Form**.

Student Agreement
Consent to Release Records
IST Supplemental Information Sheet
Work Period Registration Form
General Report Guidelines
IST X95 Report Guidelines
Mid-Point Evaluation
Student End-Point Evaluation
Supervisor End-Point Evaluation
University Park Telephone List/Commonwealth College Contacts

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**School of Information Sciences and Technology (IST) Internship Program
Student Agreement Form**

The Penn State IST Internship Program is an academic program offered by the School of Information Sciences and Technology. As such, I agree to abide by the standards established by the School of Information Sciences and Technology and the IST Internship Program. I agree to comply with the following student obligations:

1. I will read the IST Internship Student Handbook and seek clarification of anything I do not understand.
2. I will meet with an academic adviser and develop an internship schedule that best suits my academic and personal needs.
3. I will attend all mandatory workshops and seminars, and complete all required forms.
4. If I choose to enroll in the University Park Career Management Web System, I will give careful consideration to the information input into the Career Management Web System. I will keep this information up-to-date during my job search.
5. I will conduct myself in a professional manner in all correspondence with prospective employers and members of the IST Internship office.
6. I agree to carefully consider all offers before accepting any IST Internship position. Once I have accepted an offer, I am obligated to honor my agreement and notify my campus IST Internship coordinator immediately. **Acceptance can be in verbal or written form.**
7. Every semester that I engage in career-related work experience (whether I will register my employment information on-line on the Internship Website (<http://ist.psu.edu/internships>))
8. **I will register for IST internship credits per the program requirements for associate or baccalaureate degree students. This includes all positions that I have been referred to by the internship office or any self-placement I elected to make a registered internship position. Once a self-placement is turned into an internship position it will continue as such until my internship requirement is met.**
9. I will inform the Internship office of my current address and phone number while participating in the IST Internship Program.
10. I will maintain an active e-mail account while at my internship.
11. I will complete and submit the required copies of my Work Period Registration Form, work term report, and evaluation forms by the established due dates.
12. I will immediately inform and discuss any changes in my internship status with a designated representative of the IST Internship Program.
13. **If I am an International student, I will meet/talk with a representative of the International Student Office** to discuss employment/education requirements, located in room 222 Boucke, phone (814) 865-6348.
14. **If I plan to graduate the semester I am on assignment, I MUST** turn in all required reports and evaluations by the deadline established by the School of Information Sciences and Technology. **Failure to meet this obligation will result in my failure to graduate on time.**

I UNDERSTAND THAT FAILURE TO MEET THESE GUIDELINES MAY RESULT IN PROGRAM EXPULSION OR AN ACADEMIC HOLD BEING PLACED ON MY PENN STATE STUDENT ACCOUNT.

Name (print) : _____ Date: _____

Signature: _____

School of Information Sciences and Technology
CONSENT TO RELEASE RECORDS FORM

By completing and submitting this form, I understand that I am granting my permission to release my information to individuals deemed appropriate by The Pennsylvania State University IST Internship Office. I further understand that no further written release is required for the distribution of this information.

I understand that Web Registration Data on gender, veteran status, disability, and ethnicity (race) is voluntary. If submitted through the Career management Web System, the IST Internship Office will not release this information. I understand that leaving these fields blank will not affect my registration in the IST Internship Program.

By completing this Web Registration and submitting my résumé through IST Internship Office Career Management Web System, I hereby authorize the IST Internship Office to release, to all prospective authorized employers, the records maintained by the office concerning me.

Such records may contain the following:

- My personal .
- A copy of my transcript.
- Letters of recommendation that I may have submitted.
- Other documents relating to prospective employment.

The information I have provided to the IST Internship Office is correct and true to the best of my knowledge. If the information I have provided is incorrect, I hereby authorize the IST Internship Office to release, to all prospective authorized employers, any records or information to correct the information I provided.

Name: _____ Date: _____

Signature: _____ Student ID: _____

Penn State School of Information Sciences and Technology
Internship Information Sheet

Information about your upcoming internship assignment(s)

Name: _____ **Student ID:** _____

Permanent Address: _____ **E-mail:** _____

Permanent Phone: _____

Class: Sophomore Junior Senior Grad Student **Gender:** Male Female

Ethnicity: African American Asian/Pacific Hispanic Caucasian Native American / Alaska Native Other

Veteran: Yes No **US Citizen:** Yes No **Permanent Resident:** Yes No

Date of Birth: _____ **Expected Graduation Date:** _____

Option: _____ **Cumulative GPA:** _____

Total credits at the end of this semester: _____

Internship Information and Schedule:

Internship Employer: _____ **Company Location / Division:**

Internship Supervisor: _____ **Title / Department:**

Semester(s) Employed (Circle one): Summer Summer and Fall Fall Spring Spring and Summer

Work Term(s): 1 2 3 4

Salary: _____ per Hour Week Month (Circle one)

***Internship Course:** _____ IST 295B (Associate Degree) _____ IST 495 (Baccalaureate Degree)

Today's Date: _____

Student's living address while interning:

Student's living address phone number: _____

Do you need your Dorm Contract canceled? ___ Yes ___ No For which semester? _____

Optional: The internship office may release my name, phone number or e-mail address to other students who will be interning in the same location as me.

Signed _____ Date: _____

Penn State IST Internship Registration Form

This form comprises a three-way agreement between the IST Internship Office, the student, and the employer. Each party is expected to uphold its commitment to both the Internship schedule and department policies. Extenuating circumstances will be considered on a case-by-case basis, in which case a copy of this form would need to be updated, initialed by all parties, and returned to the IST Internship Office. **Please complete and return this form by the end of the second work week of the initial Internship semester.**

Please return the completed form to:

IST Internship Program
The Pennsylvania State University
205 Hammond Building
University Park, PA 16802
814-863-1032 (phone)
814-863-7496 (fax)
istinterns@psu.edu

Student Name: _____ Student ID #: _____ Major: _____

Internship Employer/Address: _____

Student's Address while on Internship: _____

Work Phone: _____ Evening Phone: _____ Work E-mail: _____

Hourly Wage: _____

Expected Internship Schedule:

Internship for Associates Degree (IST 295):

Semester: _____ Year: _____

Internship for Baccalaureate Degree (IST 495):

Semester: _____ Year: _____

Student Agreement:

1. I have discussed my Internship expectations with my employer.
2. I have planned my Internship to fit with my academic schedule and have discussed my schedule with the Internship coordinator.
3. I am registered with the IST Internship Program and will be enrolled in the proper IST course for every work term, including summers (if applicable). I REALIZE THAT I AM CONSIDERED AN INTERNSHIP STUDENT. IF I FAIL TO INFORM THE INTERNSHIP OFFICE OF ANY WORK TERM, I WILL BE PLACED ON ACADEMIC HOLD.
4. As a representative of Penn State University, I will conduct myself in a professional and ethical manner at all levels of interaction within the IST Internship Program. In addition, I understand and agree to abide by the Internship requirements of the IST Internship Program.

Student Signature: _____ Date: _____

University Agreement:

We have reviewed the proposed Internship. The above-named student has attended the Pre-Employment Seminar, or equivalent, and understands the student requirements of the Penn State IST Internship Program.

IST Internship Office: _____ Date: _____

Employer Agreement:

We plan to provide Internship experience during the above-listed work term period(s). Students will be registered with the IST Internship Office, and will be enrolled in the proper IST courses during every work term with our company, including summers (if applicable). AS A PARTICIPATING IST INTERNSHIP EMPLOYER, WE ARE AWARE THAT THIS STUDENT IS CONSIDERED AN INTERNSHIP STUDENT BY PENN STATE.

Employer Name/Division:

Address:

Student Internship Supervisor Name: _____

Phone:

Student Internship Supervisor Signature: _____

Date:

IST X95 Report Requirements

Submission Information and Due Dates

Two copies of the report, along with **two copies** of the evaluation forms are due by 5:00 PM on the Thursday of the last week of classes each semester you are completing an Internship. The reports and evaluations* must be mailed to:

IST Internship Office
205 Hammond Building
University Park, PA 16802

*** Commonwealth College evaluations and reports should be sent to IST Champions at the respective campuses.** All reports within one week late will be reduced one letter grade, reports between one and two weeks late will be reduced two letter grades, reports received after two weeks will be an automatic failure.

Report Format and Length

The report must be typed (double-spaced), using your best grammar, and be 5-6 pages in length. You must have a cover page in an identical format to the example provided below, which includes a signature line that must be signed by your supervisor to signify that the report does not contain company proprietary information. You must include an abstract as the first page of your report. An abstract is not an introduction; it is a brief (50-70 words) summary of your report.

Course Grade and Credits

Your internship adviser in your major will assign a letter grade based on your report and your employer evaluations. Your graded reports can be picked up from your department. Reports per the following guidelines must be submitted each and every semester that you are completing internship experiences. If you would prefer to do a project different than the basic report (a plant tour, a presentation, etc.), project proposals will be considered by the intern adviser in your major.

Cover Page: The following information must be provided in the top left-hand corner:

Name

Option (AS or BS)
IST 295B or IST 495
Internship Semester and Year
Employer and Employer Location

"I will be returning to campus:" Semester you will return
"My on-campus address will be:" On-campus address

Centered on the page should be the report title in big bold letters.
Below this title should be the following statement and location for your supervisors signature:
I have read this internship report and agree that it contains no proprietary information and it may be submitted to the IST Internship Program at Penn State.

Supervisor Signature: _____

Supervisor Title: _____

IST X95 Internship Report Content

In your report, you should talk about the company where you worked, the actual work you did as an intern, and your overall impressions about your experience as an intern.

(Please note: If you are doing a second or third semester of IST 495, you don't need to talk much about the company; instead, focus on the type of work you did and your impressions of it.)

The company at which you worked:

1. Describe the company or corporation at which you worked. (If your division is part of a large parent corporation, describe the parent corporation here.) What are its name and the location of its headquarters? How many employees does it have (worldwide)? How large are the U.S. and the world markets (annual sales volume in dollars)?
2. If your division is part of a large parent corporation, describe the division in which you worked. Where is it located? How does the division fit into the parent corporation, with respect to products and market? How large is your division compared to the parent corporation (number of employees and annual budget)?
3. What is/are the major product(s) of the division or company in which you worked? What is the intended use of this product? Who are the major competitors (U.S. and worldwide) for the products made by your division or company?
4. In which department or unit did you work? What is the primary responsibility of the department? How large (number of employees) is your department?
5. How well did the company assist you in adjusting to your job? Did they help you find housing? Did they provide an orientation? Were your duties and their expectations clearly explained?

Your internship work assignment:

1. Describe a typical day at your internship assignment. What kind of work did you do?
2. Describe the project(or projects) on which you worked. How much supervisory help did you get? Were fellow workers helpful in answering your questions? To what degree were you expected to answer your own questions?
3. Did you use any skills learned in your PSU courses? Did you feel that you were lacking particular technical abilities necessary for your assignment? If so, in what course(s) would you expect to learn these skills?

Your overall internship experience:

1. Has this assignment motivated you to remain in the IST Internship program?
2. What advice would you give to a student who is ready to start his/her internship assignment?
3. How could the IST Internship program be improved (both at Penn State and at the company)?

**Penn State Information Sciences & Technology Internship Program
MID-POINT Employer Evaluation of Student and Student Evaluation**

It is mandatory to fill out and submit this form to the IST Internship Program.

Student Name: _____ Option: _____ Student ID
Number: _____

Circle one: IST 295B IST 495 Circle one: Fall Spring Summer Year: _____

Employer Name: _____ Employer
Location: _____

Section 1: To be completed by the student's supervisor and the student together

In an effort to ensure that the student is receiving feedback from his/her employer throughout the internship assignment, we ask that the supervisor complete this section of the mid-point evaluation and review it with the student.

Rate the student's performance in the following skills using the numerical scale explained below:

5 – Superior; 4 – Very Good; 3 – Good; 2 – Fair; 1 – Poor; NA – Not Applicable

	5	4	3	2	1	NA
Understands and utilizes written and oral communication effectively	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ability to handle multiple priorities efficiently and effectively	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintains a sense of responsibility for a task or project until completion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Analyzes appropriate information. Uses good judgment when developing and evaluating alternatives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employed technical ability effectively	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Can initiate and convey ideas and gain support from others	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Worked independently without constant supervision	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adapted to change	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintains commitment to expected productivity levels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exhibited leadership	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please discuss the student's strengths and weaknesses with him/her in conjunction with this review.

Supervisor's signature: _____ Date: _____

*

Section 2: To be completed by the student after the above evaluation has taken place. This section does not need to be reviewed with the supervisor.

What aspects of your internship are you most satisfied with?

What aspects of your internship are you least satisfied with?

Are you experiencing any problems than you would like an office representative to call you about immediately? ___Yes ___No
Do you have any concerns that you would like an office representative to call you about immediately? ___Yes ___No

If yes, please provide the best time to call: ___ Day ___ Evening Phone # _____

Student Signature: _____ Date: _____

**Penn State Information Sciences & Technology Internship Program
FINAL EVALUATION -- Student's Evaluation of Employer and Internship Program**

It is mandatory to fill out and submit this form to the IST Internship Program.

Student Name: _____ Option: _____ Student ID
Number: _____

Circle one: IST 295B IST 495 Circle one: Fall Spring Summer Year: _____

Employer Name: _____ Employer
Location: _____

Instructions:

- 1) Only the IST Internship Office and an IST faculty adviser will review these ratings.
- 2) *Feel free to elaborate on any items in this survey. You may add extra sheets of paper to elaborate on points of discussion.*
- 3) *Indicate your response by using the following scale:*

SA – Strongly Agree; A – Agree; N – Neither Agree or Disagree; D – Disagree; SD – Strongly Disagree; NA – Not Applicable

Evaluate the IST Internship Program:

	SA	A	N	D	SD	NA
Informed me of workshops and other activities such as job fairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provided sufficient preparation for me to begin a job search	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The job search database was easy to use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provided a sufficient amount of opportunities for me to find a job	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supported my needs while interning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Evaluate the Employer/Internship:

My employer provided an educationally meaningful experience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My employer provided challenging work assignments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My employer provided an adequate number of assignments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fellow workers were friendly and cooperative	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supervisory staff was reasonable, sincere, and fair	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It was easy to adjust to the corporate culture	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The internship afforded me the opportunity to gain insight into my major	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The internship afforded me the opportunity to utilize/apply my coursework	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Suggestions for improvement of the internship program at your employer:

Suggestions for improvement of the internship program at Penn State:

Other General Comments:

Are you returning for an additional internship with this employer? _____ Yes _____ No

If yes, circle the appropriate semester and indicate the year: Fall Spring Summer Year: _____

If no, what is the reason you will not be returning?

_____ Graduating. Semester/year of graduation _____.

_____ Internship agreement has ended and I will be seeking an assignment at another company.

_____ I may return, but at this point the employer has not made a firm offer.

Please complete assessment questions on the reverse side

In an effort to assess your academic preparation by Penn State and by your employer over the course of the internship, please provide evaluation of the following competencies using this scale:

SA – Strongly Agree; A – Agree; N – Neither Agree or Disagree; D – Disagree; SD – Strongly Disagree; NA – Not Applicable

Academic Preparation	By Penn State						By your Employer					
	SA	A	N	D	SD	NA	SA	A	N	D	SD	NA
1. Ability to apply knowledge of Information Sciences & Technology	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Ability to design a system, component, or process to meet desired needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Ability to function on multi-disciplinary teams	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Ability to understand professional and ethical responsibilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Ability to communicate effectively through:												
a. Interpersonal skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Formal presentations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Technical writing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Broad education necessary to understand the impact of Information Technology solutions in a global or societal context	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Recognition of the need for and ability to engage in life-long learning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Knowledge of current or developing IT issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How has your academic program oriented you to the particular needs of your employer?

What changes would you like to see implemented in the curriculum to better prepare future students for your employer?

How has your internship oriented you to your overall IST education?

What changes would you like to see implemented by your employer to better prepare future students for their IST education?

Student Signature: _____ Date: _____

**Penn State Information Sciences & Technology Internship Program
FINAL EVALUATION – Employer’s Evaluation of Student/Penn State Preparation for the Internship**

It is mandatory to fill out and submit this form to the IST Internship Program.

Student Name: _____ Option: _____ Student ID
Number: _____

Circle one: IST 295B IST 495 Circle one: Fall Spring Summer Year: _____

Employer Name: _____ Employer
Location: _____

Instructions:

Only the IST Internship Office and an IST faculty adviser will review these ratings. Feel free to elaborate on any items in the text boxes provided below.

- 1) *The immediate supervisor should evaluate the student objectively. Please compare the student’s performance to that of other students of comparable academic levels and experience.*
- 2) *The student and his/her supervisor should review this form together and sign it below.*
- 3) *The student must return the original and one copy of this form to the IST Internship Office by the due date.*
- 4) **Please keep a photocopy for your own records.**

Rate the student’s performance in the following skills using the numerical scale explained below:

5 – Superior; 4 – Very Good; 3 – Good; 2 – Fair; 1 – Poor; NA – Not Applicable

	5	4	3	2	1	NA
Understands and utilizes written and oral communication effectively	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ability to handle multiple priorities efficiently and effectively	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintains a sense of responsibility for a task or project until completion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Analyzes appropriate information. Uses good judgment when developing and evaluating alternatives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employed technical ability effectively	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Can initiate and convey ideas and gain support from others	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Worked independently without constant supervision	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adapted to change	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintains commitment to expected productivity levels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exhibited leadership	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What are the student’s strongest assets?

What qualities and characteristics should the student strive to improve?

Please complete the assessment questions on the reverse side

In an effort to assess the student’s **academic preparation** by Penn State for this internship, please provide an evaluation of the following competencies using this scale:

SA – Strongly Agree; A – Agree; N – Neither Agree or Disagree; D – Disagree; SD – Strongly Disagree; NA – Not Applicable

The student has demonstrated the:

	SA	A	N	D	SD	NA
1. Ability to apply knowledge of Information Sciences & Technology	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Ability to design a system, component, or process to meet desired needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Ability to function on multi-disciplinary teams	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Ability to understand professional and ethical responsibilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Ability to communicate effectively through:						
a. Interpersonal skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Formal presentations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Technical writing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Broad education necessary to understand the impact of Information Technology solutions in a global or societal context	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Recognition of the need for and ability to engage in life-long learning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Knowledge of current or developing IT issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How is the student’s academic program oriented to the particular needs of your organization?

What changes would you like to see implemented in the curriculum at Penn State?

Will the student be returning for an additional internship with this employer: _____ Yes _____ No

If yes, circle the appropriate semester and indicate the year: Fall Spring Summer Year _____

If no, what is the reason the student will not be returning?

_____ Graduating. Semester/year of graduation _____

_____ Internship agreement has ended and student will be seeking an assignment at another company

_____ Student may return, but at this point the employer has not made a firm offer.

Supervisor's Signature _____ Date: _____

Student's Signature _____ Date: _____

For a complete listing of IST Administration, Faculty and Staff, please view the website below

http://ist.psu.edu/about_ist/contacts_administration.cfm

Administration

James B. Thomas, Dean

Professor of Information Sciences and Technology and Management

jthomas@ist.psu.edu, (814) 865-3528

http://ist.psu.edu/about_ist/Thomas.cfm

Joseph Lambert, Senior Associate Dean

**Associate Professor of Information Sciences and Technology and Computer
Science and Engineering**

lambert@ist.psu.edu, (814) 865-3528

http://ist.psu.edu/about_ist/Lambert.cfm

David Hall, Associate Dean for Research and Graduate Studies

Professor of Information Sciences and Technology

dhall@ist.psu.edu, (814) 865-3528

http://ist.psu.edu/about_ist/Hall.cfm

Troy Herrington, Senior Microcomputer Systems Analyst

therrington@ist.psu.edu

Barbara Wright, Administrative Assistant to the Dean

bwright@ist.psu.edu

Kate Itinger, Administrative Assistant to the Associate Deans

kate@ist.psu.edu

Tawnya Conrad, Administrative Receptionist for the Dean's Office

tconrad@ist.psu.edu

Rhonda Boonie, Staff Assistant for the Dean's Office/Faculty

rhonda@ist.psu.edu

Rosemarie Greaser, Internship Coordinator

internships@ist.psu.edu

COMMONWEALTH CAMPUS INFORMATION

This page contains links to all the IST Programs at the Penn State Commonwealth Colleges. It contains information about the IST Commonwealth Campus Faculty contacts and the Career Services locations and contact information. Browse the individual Career Services websites and find valuable information about local job fairs, internship and job postings specific for that area and tips on resume writing, interviewing skills and links to other job search engines.

Penn State Abington

http://www.abington.psu.edu/academics/info_sci_tech.asp

For information relating to IST admission to Penn State Abington, please contact:

Dr. Paul Hutta (ibt@psu.edu)
Division Head for Science and Engineering
Penn State Abington
119 Sutherland Building
1600 Woodland Road
Abington, PA 19001
215-881-7360

For information relating to Abington Campus IST course contents, or IST careers, please contact:

Bob Avanzato (RLA5@psu.edu)
Associate Professor of Engineering
Penn State Abington
Rydal Building
1600 Woodland Road
Abington, PA 19001
215-881-7358

Career Services <http://www.abington.psu.edu/career/index.html>

Carol DeBunda (cad8@psu.edu)
Director, Career Services
203 Lares Bldg.
Abington, PA 19001-3990
215-881-7512

Job & Career Links (Southeastern Pennsylvania)
<http://www.abington.psu.edu/career/jobcrlnk.htm>

Penn State Altoona

<http://www.aa.psu.edu/degrees/associate/ist.htm>

Program Coordinator

**Gary Heberling (glh10@psu.edu)
101 Smith Building**

Career Services

<http://www.aa.psu.edu/career/>

Rebecca Maguda (rvb5@psu.edu)

Director

Career Services Office

3000 Ivyside Park

Altoona, PA 16601-3760

Phone: (814) 949-5058

Fax: (814) 949-5805

Office Location: 103 Slep Student Center

Penn State Beaver

http://www.br.psu.edu/ist/ist_home.htm

1. click on "Information Sciences & Technology" for IST Program Page
2. click on "IST Internship Program" for local job postings

Mr. Jake Werkheiser (Bv1@psu.edu)

IST Champion

105 Administration Bldg.

Monaca, PA 15061

724-773-3891

Penn State Berks

<http://www.lv.psu.edu/ojj/ist/>

click on "Internship" (left menu) for a complete description of the Internship Program at Berks

Faculty Supervisor, Ms. Susanne Samson (mss21@psu.edu) or IST Champion Dr. Carolina McCluskey (cpsm@psu.edu).

Career Services

Mrs. Tish Jepsen (paj7@psu.edu)

Penn State Berks campus

143 Franco Building

Tulpehocken Road, P.O. Box 7009

Reading, PA 19619-6009

Office: 610-396-6019

Fax: 610-693-6026

Penn State Delaware County

<http://www.de.psu.edu/degrees/ist/>

James McGlinchey (IST-DE@psu.edu)

25 Yearsley Mill Road

Media, PA 19063

(610) 892-1263.

Dr. Azemi, IST Champion (axa20@psu.edu)

Coursework or Internship Questions

(610) 892-1421.

Career Services

<http://www.de.psu.edu/careers/>

Phone: (610) 892-1279

Fax: (610) 892-1358

Mail: 25 Yearsley Mill Road, Media, PA, 19063

Location: In the Student Life Office, 2nd Floor Commons

Hours: 9:00 AM to 5:00 PM, Evening hours by appointment

For Internships & Job Placement

Carol Minski, cam38@psu.edu

610-892-1264

For Information Systems Technology, contact de-ist@psu.edu

<http://www.de.psu.edu/careers/internships.html>

Penn State DuBois

<http://www.ds.psu.edu/academics/programs/associate/ist/default.htm>

Robert Loeb (rxl5@psu.edu)

Director of Academic Affairs

107 Hiller Building

DuBois, PA 15801

814-375-4707

Career Services

http://www.ds.psu.edu/activities_services/career/Default.htm

Janet L. Yates (jly1@psu.edu)

Assistant Director of Student Affairs

Career, Adult, & Disability Services

Hiller Building

Room 103

814-375-4760 (ph)

814-375-4784 (fax)

Penn State Fayette

<http://www.fe.psu.edu/degrees/>

John P. Sokol (jps1@psu.edu)
Associate Professor of Engineering
110 Williams Bldg.
724-430-4234

Richard Cupelli (rdc2@psu.edu)
Instructor in Business Administration
125 Williams Bldg.
724-430-4242

Don Wilson (dlw27@psu.edu)
IST Instructor
724-430-4236

Career Services

David L. Cavallo (dlc152@psu.edu)
Coordinator, Career Development and Placement Center
107B Williams
724-430-4127

Penn State Harrisburg

<http://www.ist.psu.edu/campuses/harrisburg.html>

Gayle Yaverbaum (gjy1@psu.edu)
Professor of Information Systems
E355 Olmstead Bldg.
Middletown, PA 17057
717-948-6152

Career Services <http://www.hbg.psu.edu/careers/index.html>

Karl Martz (Klm7@psu.edu)
Coordinator

Penn State Hazleton

<http://www.hn.psu.edu/programs/IST/>

Dr. David R. Richards (drd@psu.edu)
Program Coordinator and Champion
(570) 450-3093 or (800) 279-8495 ext 3093

Kevin J. Nolty (kjn4@psu.edu)
Admissions Officer
(570) 450-3142 or (800) 279-8495 ext 3142

Career Services <http://www.hn.psu.edu/programs/careers/>

Penn State Lehigh Valley

<http://www.lv.psu.edu/oji/ist/>

click on "Internship" (left menu) for a complete description of the Internship Program at Lehigh

Faculty Supervisor, Ms. Susanne Samson (mss21@psu.edu) or IST Champion Dr. Carolina McCluskey (cpsm@psu.edu).

Career Services

Mr. Chris Pfautz (cvp10@psu.edu)
Internship Coordinator

Penn State McKeesport

<http://www.mk.psu.edu/IST/istatpsm.html>

Galen Grimes (Gag5@psu.edu)
101 Crawford Bldg.
McKeesport, PA 15132

Career Development and Placement Services

Carol J. Power (cjp14@psu.edu)
Career Development and Placement Counselor
108 Frable 675-9073

Joanne Vidnovic (jxv1@psu.edu)
Staff Assistant
675-9070

Penn State Mont Alto

<http://egghead.psu.edu/~IST/>

Prof. Siegfried "Zig" Herzog (hgn@psu.edu)
1 Campus Drive
Mont Alto, PA 17237
Tel (717)-749-6209 Fax (717)-749-6069
<http://www.ma.psu.edu/faculty/hgn.htm>

Career Services <http://www.ma.psu.edu/~madus/career.htm>

CLARE TAURIELLO, Director
Advising Center, Penn State Mont Alto
124 Multipurpose Activities Center (MAC)
1 Campus Drive Mont Alto, PA 17237
Phone: (717) 749-6104
Fax: (717) 749-6134

Penn State New Kensington

<http://www.nk.psu.edu/academicprograms/ist.html>

Internship Program Coordinator:
Gary Heberling (glh10@psu.edu)

Career Services <http://www.nk.psu.edu/sservices/career.html>

To contact Career Services for more information on any program,
call Jim Shields at (724) 334-6065 or email xjs8@psu.edu

Penn State Schuylkill

<http://www.sl.psu.edu/departments/acadaf/advisers2000.pdf>

Associate Degree Programs – 2IST

IST Champion
John Lippert (j3l@psu.edu)
C8 Classroom Building
Schuylkill Haven, PA 17972

IST Internship Coordinator
Andrew Tellep (a7t@psu.edu)
C7 Administration Building
Schuylkill Haven, PA 17972

Career Services <http://www.sl.psu.edu/departments/sac/careers/career%7e1.htm>

Melinda Anthony (mma149@psu.edu)
Career Counselor
570-385-6127

Penn State Shenango

http://www.shenango.psu.edu/aca_as_info.htm

Pam Melillo (pam25@psu.edu)
Forker Lab 124
(724) 983-2959
<http://www.personal.psu.edu/faculty/p/a/pam25/>

Career Services http://www.shenango.psu.edu/sa_career.htm

Kathryn Watson (kew1@psu.edu)
Director - Student Affairs
Office: SH210
(724) 983-2838

Penn State Wilkes-Barre

<http://www.wb.psu.edu/academics/prog.html>

List of IST Faculty

<http://www.wb.psu.edu/facdir/default.asp?dept=IST>

Career Services

<http://www2.hn.psu.edu/programs/careers/>

Penn State Worthington-Scranton

<http://www.sn.psu.edu/academics/ist/index.html>

IST (Information Sciences and Technology)

Fred Aebli Instructor

Mark Banaszek Instructor (Computer Science, MIS, IST)

http://www.sn.psu.edu/info/faculty/mark_banaszek.htm

Richard F. Dempsey Assistant Professor and Coordinator

http://www.sn.psu.edu/info/faculty/richard_dempsey.htm

Joan Ludka Instructor (Computer Science, MIS, IST)

http://www.sn.psu.edu/info/faculty/joan_ludka.htm

Debra Smarkusky Assistant Professor

http://www.sn.psu.edu/info/faculty/deb_smarkusky.htm

Career Services

http://www.sn.psu.edu/studentlife/career_services.htm

Dawn Gomez, Career Development & Placement EOP Coordinator
(570) 963-2585.

Dmg19@psu.edu

Internships <http://www.sn.psu.edu/ourstudents/internship.htm>

Penn State York

<http://www.yk.psu.edu/~sg3/ist/>

IST Faculty

Suzanne E. Gladfelter, Senior Instructor (IST, Computer Science)

<http://www.yk.psu.edu/~sg3/>

sgladfelter@psu.edu

717-771-4119

Career Services

<http://www.yk.psu.edu/acc/cs.html>

Tera Mikula, Career Services Coordinator

Tsm128@psu.edu

717-771-4053