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*UNIVERSITY COLLEGE*

*Work-Site Supervisor  
Credit Internship Packet*

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## University College

### DEFINITION OF AN ACADEMIC INTERNSHIP

A University College academic internship combines an on-site supervised work experience with a structured academic learning plan for which a student earns academic credit. The student's substantive work and responsibilities within the work organization creates a professional experience that supports academic and career goals. The faculty internship instructor and work-site supervisor collaborate to promote the student's critical thinking, observation and reflection that foster intellectual, personal and professional growth.

The work-site organization determines if monetary compensation is available for the internship. The length of the internship varies depending upon academic and work-site minimum requirements. Assuming a 15-week semester, one credit hour requires 3 to 4 hours per week of work-site activity and one hour of academic work such as journal writing, related research, or special projects. An internship is a work-based learning experience in a for-profit or non-profit setting. Some academic programs require an internship, while others offer students the option of scheduling an elective internship.

An internship offers a student the opportunity to apply academic knowledge in world-of-work situations, to explore a career choice, and to begin to establish a network of professional contacts. The pre-internship preparation course that is required by the major must be completed prior to registering for any internship credits.

For more information on careers and definitions of other experiential learning opportunities visit the following websites:

<http://www.sa.psu.edu/career/intern.html>

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

<http://www.nsee.org/>

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### ROLES AND RESPONSIBILITIES FOR ACADEMIC INTERNSHIPS

Successful delivery of an academic internship occurs when an effective partnership is established among the key constituents: student, faculty internship instructor, work-site supervisor, Director of Academic Affairs (DAA), College Program Head (CPH), Career Services professional, and academic advisor. The roles that each one plays in the academic internship experience follow:

#### **STUDENT:**

- Register for the pre-internship course during the semester preceding the planned registration for the academic internship in compliance with course prerequisites.
- With the assistance of the faculty internship instructor, the academic adviser, and the Career Services professional, investigate, identify and secure an internship experience that best meets educational and personal goals while adhering to University College guidelines, major prerequisites, and program requirements.
- Determine learning opportunities and educational objectives available through the internship and formulate your action plan with the assistance of the faculty internship instructor.
- Obtain liability insurance if required.
- Adhere to professional and ethical standards as approved and required by the work-site and professional association.

#### **FACULTY INTERNSHIP INSTRUCTOR:**

- Ensure that there is sufficient academic activity to merit the awarding of credit.
- Determine the appropriateness of a specific internship experience in the context of the student's academic major and career goals.
- Give final approval for internship.
- Track student progress throughout the semester.
- Teach pre-internship course as required by curriculum if possible.
- Assist student in the identification of internship opportunities, although ultimate responsibility for locating a site resides with the individual student.
- Maintain records of internship opportunities to enable front-end exploration by the student.
- Collaborate with Career Services professional in an effort to have on hand educational resources that might be helpful the student engaged in the internship experience.
- Schedule a personal or electronic contact with work-site supervisor to establish a working relationship that will benefit the student.
- Ensure that prerequisites are satisfied by the student prior to scheduling the internship course.
- Collaborate with Career Services professional and University College Program Head throughout the duration of the internship experience.
- Build strong work-site relationships.
- Coordinate necessary paperwork throughout the internship period including preparation of learning agreements and completion of preliminary, mid-semester and final evaluations.
- After consultation with work-site supervisor, determine grading rubric.
- Evaluate student performance, assign grade, and post it.

**WORK-SITE SUPERVISOR/COMPANY OR AGENCY:**

- Provide a professional environment conducive to student learning.
- Set goals for internship experience as supported by organizational leadership.
- Collaborate with faculty internship instructor to establish specific learning objectives; identify outcomes or expected products.
- Participate in the selection of student interns.
- Help student build professional work-site relationships.
- Supervise the student throughout the internship experience at the work-site.
- Offer an orientation program and supply necessary resources to support student success.
- Provide supervision, guidance, and feedback.
- Report immediately to the faculty internship instructor any student problem that develops.
- Work directly with the faculty internship instructor to evaluate the student performance, possibly three times: preliminarily during the first few weeks, at a mid-point in the internship experience, and at the end of the experience.
- Sign *University Internship Affiliation Agreements* as appropriate.

**DIRECTOR OF ACADEMIC AFFAIRS (DAA) AND COLLEGE PROGRAM HEAD (CPH):**

- Keep abreast of the faculty internship instructor's involvement with internships.
- Assist student in the identification of internship opportunities, although ultimate responsibility for locating a site resides with the individual student.
- Provide support for faculty internship instructor and assist with the management of the internship process.
- Enable appropriate scheduling of internship preparation course.
- Administer *University Affiliation Agreement* in accordance with University policy.

**CAREER SERVICES PROFESSIONAL:**

- Assist student in the identification of internship opportunities, although ultimate responsibility for locating a site resides with the individual student.
- On a limited basis and at the invitation of the faculty internship instructor, serve as a guest speaker in class on topics related to the internship search process.
- Educate student on the internship search process including researching potential sites and developing cover letters, resumes and interview skills.
- Promote job and career information fairs to students.

**ACADEMIC ADVISOR:**

- Continue to maintain contact with student advisee.
- Informally assist student advisee in identification of internship opportunities and procedures.
- Informally keep abreast of student advisee's internship progress.
- Prior to having the student advisee submit the *Student Internship Application Form*, check to be sure that all course prerequisites have been satisfied.

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Penn State: \_\_\_\_\_

Campus Contact: \_\_\_\_\_

Phone: \_\_\_\_\_

E-Mail: \_\_\_\_\_

## Internship Description Form

Date: \_\_\_\_\_

**Company/Organization Name:** \_\_\_\_\_

**Web Site:** \_\_\_\_\_

**Contact Name:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**City, State, Zip:** \_\_\_\_\_

**Phone:** \_\_\_\_\_ **Fax:** \_\_\_\_\_

**E-Mail:** \_\_\_\_\_

**INTERNSHIP TITLE** (e.g., "Marketing Intern"): \_\_\_\_\_

Please attach a brief (one-page) description of the internship opportunity. You may want to include:

1. Company/Organization Description: a three- or four-sentence description of your organization, its products and services, and market scope (e.g., local, regional, national, international).
2. Internship Description: describe the primary responsibilities and duties of the intern; location; travel requirements; office/work space available; and compensation.
3. Benefits for the Student: what skills, perspectives, contacts, or other benefits can the student-intern expect to derive from the experience?
4. Specific Expectations: what final set of "deliverables" you expect to see?
5. Skills: what special skills must the student have in order to be competitive for and successful throughout the experience?

### Internship Status

- For-Credit  
 Non-Credit

### Compensation

- Per Hour \_\_\_\_\_  
 Stipend \_\_\_\_\_  
 Non available

### When Available (check all that apply)

- Fall semester  
 Spring semester  
 Summer

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Penn State: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Educational Plan & Learning Agreement**

Semester & Year: \_\_\_\_\_  
Course Number: \_\_\_\_\_  
Number of Credits: \_\_\_\_\_

Student: \_\_\_\_\_  
Address During Internship: \_\_\_\_\_  
\_\_\_\_\_  
Phone: \_\_\_\_\_ E-mail: \_\_\_\_\_

Work Site: \_\_\_\_\_  
Address: \_\_\_\_\_  
\_\_\_\_\_

Internship Title: \_\_\_\_\_  
Start Date: \_\_\_\_\_

- |   |
|---|
| <p>Components:</p> <ol style="list-style-type: none"> <li>1. Suggested Bibliography</li> <li>2. Academic Objectives &amp; Learning Methods</li> <li>3. Methods of Evaluation and Timeline</li> <li>4. Signatures</li> </ol> |
|---|

Work-Site Supervisor: \_\_\_\_\_  
Supervisor's Title: \_\_\_\_\_  
Phone: \_\_\_\_\_ E-mail: \_\_\_\_\_

Faculty Internship Instructor: \_\_\_\_\_  
PSU Division/Program: \_\_\_\_\_  
Phone: \_\_\_\_\_ E-mail: \_\_\_\_\_

**NOTE:** This Agreement must be completed and signed by all parties (student, faculty internship instructor, work-site supervisor), and returned to the faculty internship instructor prior to commencing the internship.

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Penn State \_\_\_\_\_  
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 \_\_\_\_\_  
 \_\_\_\_\_

### Work-Site Supervisor

Student Evaluation Timeline

To support the quality of the internship experience, please complete and return all evaluations to the faculty internship instructor (\_\_\_\_\_) by the dates indicated below.

#### Evaluation Forms

- 1. Preliminary Evaluation of Student Intern
- 2. Mid-Semester Evaluation of Student Intern
- 3. Final Evaluation of Student Intern

#### Due Date

End of the second week of the internship.  
 Mid-Semester of the internship.  
 Within one week of the conclusion of the internship.

**Thank you for your support of Penn State experiential education!**

Please contact the faculty internship instructor with any questions.

Telephone: \_\_\_\_\_

Fax: \_\_\_\_\_

E-mail: \_\_\_\_\_

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**Work-Site Supervisor's**

**Preliminary Evaluation**

This evaluation will alert us to any aspect of the experience to date that warrants immediate attention.

**Student Name:** \_\_\_\_\_

**Internship Site Organization:** \_\_\_\_\_

**Internship Site Supervisor:** \_\_\_\_\_

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

1. The internship (check one)  is  is not working well.

2. In the space below, please comment on the internship experience to date:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Supervisor's Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Please complete and return to the faculty internship instructor by the end of the second week of the internship to:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
**Phone:** \_\_\_\_\_ **E-mail:** \_\_\_\_\_

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Penn State \_\_\_\_\_  
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 \_\_\_\_\_  
 \_\_\_\_\_

**Work-Site Supervisor**  
**Mid-Semester Evaluation**

**Student Name:** \_\_\_\_\_

**Circle One:**      **Fall**    **Spring**    **Summer**    **Year:** \_\_\_\_\_

**Internship Organization:** \_\_\_\_\_

**Internship Site Supervisor:** \_\_\_\_\_

**Title/Position:** \_\_\_\_\_

**Location (City, State):** \_\_\_\_\_

Instructions:

- The immediate supervisor should evaluate the student objectively. Serious, careful assessment of the intern will enable all parties—your organization, the student intern, and Penn State—to gain the most from the experience.
- The student and his/her supervisor should review this form together. The supervisor should sign the form **on the reverse side**.
- Please return the original copy of this form to the Academic Internship Office by the due date. Keep a photocopy for your records

1. Please respond to the following statements.

- A.      The student-intern reports to work as scheduled and on-time.      \_\_\_\_\_ Yes      \_\_\_\_\_ No
- B.      Dress and appearance of the student-intern are appropriate.      \_\_\_\_\_ Yes      \_\_\_\_\_ No

2. Please rate the student's performance in the following areas, using the numerical scale below. If you mark 1 or 2 for any item, please elaborate on the back of this form.

5	Exceptional	Consistently exceeds expectations
4	Commendable	Sometimes exceeds expectations
3	Fair	Meets expectations
2	Uncomplimentary	Rarely meets expectations
1	Unsatisfactory	Does not meet expectations

Skills and Competencies	5	4	3	2	1	N/A
1. Communicates effectively in writing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Demonstrates effective oral communication skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Asks pertinent and purposeful questions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Handles multiple priorities efficiently and effectively	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Maintains responsibility for a task/project until completion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. 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"/>
7. 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"/>
8. Adapts well to change	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Exhibits a positive and professional attitude	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Shows initiative; is self-directed when appropriate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Quality of output/product	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Overall performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please complete and sign this evaluation on back.

3. What improvements could be made by the intern to enhance his/her employment opportunities?

**Please add additional observations on any item from the previous page.** Highlighting specific strengths or potential strengths of the intern in addition to notable professional shortcomings will be especially helpful.

Work-Site Supervisor's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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

**Please complete and return to the faculty internship instructor by mid-semester of the internship to:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
**Phone:** \_\_\_\_\_ **Email:** \_\_\_\_\_



Penn State \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**Work-Site Supervisor**  
**Final Evaluation**

**Student Name:** \_\_\_\_\_

**Circle One:**      **Fall**      **Spring**      **Summer**      **Year:** \_\_\_\_\_

**Internship Organization:** \_\_\_\_\_

**Internship Site Supervisor:** \_\_\_\_\_

**Title/Position:** \_\_\_\_\_

**Location (City, State):** \_\_\_\_\_

**Instructions:**

- The immediate supervisor should evaluate the student honestly and objectively.
- Please sign the **form on the reverse side**.
- Please return the original copy of this form to the Academic Internship Office as soon as possible after the conclusion of the internship. Keep a photocopy for your records.

1. Please respond to the following statements.

- A.        The student-intern reports to work as scheduled and on-time.        \_\_\_\_\_ Yes        \_\_\_\_\_ No
- B.        Dress and appearance of the student-intern are appropriate.        \_\_\_\_\_ Yes        \_\_\_\_\_ No

2. Please rate the interns performance in the following areas, using the numerical scale below.

5	Exceptional	Consistently exceeded expectations
4	Commendable	Sometimes exceeded expectations
3	Fair	Met expectations
2	Uncomplimentary	Rarely met expectations
1	Unsatisfactory	Did not meet expectations

	5	4	3	2	1	N/A
<b>A. Work Habits</b>						
1. Exhibits a positive and professional attitude	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Effectively handles routine problems and/or sees routine tasks through to their conclusion.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Effectively manages his/her time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>B. Ability/Willingness to Learn</b>						
1. Shows willingness to learn/be taught by supervising personnel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Asks pertinent and purposeful questions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Seeks out and utilizes appropriate resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Accepts responsibility for mistakes and learns from experiences	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>C. Reading/Writing/Computation Skills</b>						
1. Comprehends and follows written materials/instructions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Communicates ideas and concepts clearly in writing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Uses mathematical procedures and/or computer applications appropriate to the job	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>D. Listening &amp; Oral Communication Skills</b>						
1. Listens to others in an active and attentive manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Demonstrates effective verbal communication skills in one-on-one settings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Demonstrates effective verbal communication skills in group settings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please complete and sign this evaluation on back.

5	Exceptional	Consistently exceeded expectations
4	Commendable	Sometimes exceeded expectations
3	Fair	Met expectations
2	Uncomplimentary	Rarely met expectations
1	Unsatisfactory	Did not meet expectations

	5	4	3	2	1	N/A
<b>E. Creative Thinking &amp; Problem Solving</b>						
1. Breaks down complex tasks/problems into manageable pieces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Incorporates a holistic perspective in addressing or managing problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Demonstrates initiative in defining and solving non-routine problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>F. Professionalism/Potential for Growth &amp; Advancement</b>						
1. Exhibits a self-motivated approach to work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Demonstrates ability to set appropriate priorities/goals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Takes the initiative/is self-directed when appropriate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>G. Teamwork/Interaction with Colleagues</b>						
1. Establishes effective working relationships with co-workers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Works within appropriate authority and decision-making channels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Accepts criticism in a professional and constructive manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Shows willingness to accept responsibility for his/her role in a problem or conflict situation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Demonstrates professionalism in addressing conflicts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>H. Character Attributes</b>						
1. Brings a sense of values and integrity to the job	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Behaves in an ethical manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Respects the diversity (religious/cultural/ethnic) of co-workers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>I. Profession or Position-Specific Skills</b>						
Please note any skills or competencies that are important to the profession that have not been listed, and assess the intern accordingly.						
1.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>J. Overall Performance</b>						
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

3. Comments: Please attach a separate sheet to address the following questions.

- A. What are the student's strongest assets?
- B. What qualities and characteristics should the student strive to improve?
- C. Other observations/comments (please elaborate on any item above):

Evaluator's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Please complete and return this form to the faculty internship instructor within one week of the conclusion of the internship to:**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Phone: \_\_\_\_\_ E-Mail: \_\_\_\_\_

- Thank You -