

Internship Guidelines

BUSN 498

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LMU

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Welcome To Your Internship Experience

Congratulations! You have started an exciting process of getting real-world experience while you earn academic credit. The experience will hopefully be a great opportunity now and will continue to be valuable to you as you pursue future career goals.

There are several benefits to your academic internship. They include:

- ✓ Documented experiential learning on your transcript
- ✓ Guided experience by a faculty or work supervisor
- ✓ Application of classroom learning in a real-world setting

Before beginning this process, you must hold the status of Junior or Senior in the LMU School of Business with at least 60% of the BBA core completed and hold a 2.0 cumulative GPA.

Transfer students must have additionally been enrolled for ONE prior semester at LMU:

School of Business before their internship. Students must be registered for BUSN 498 during the same semester that the internship work hours are completed, for a maximum of 3 credit hours per semester. Students can register for a maximum total of 9 credit hours in BUSN 498 over the course of their academic enrollment in the LMU: School of Business.

- 1) Identify and secure your internship opportunity.** Although, LMU posts internship opportunities we do not place students. It is the responsibility of the student to secure their internship opportunity.
- 2) Complete the BUSN 498 Academic Internship Agreement and submit by the FRIDAY OF FINALS WEEK IN THE PRIOR SEMESTER.** Before you get started, you need to submit an Academic Internship Agreement form (Appendix A). This form allows your faculty advisor to help you get registered for the course. Your faculty advisor will serve as your BUSN 498 academic supervisor during the semester. A copy of the form can be obtained from the internship coordinator.

3) Develop a schedule to include learning activities with your work

supervisor. Once your Academic Internship Agreement form is approved, you need to reach out to your work supervisor. Your work supervisor should mutually agree to your request to earn academic credit for your work experience. Proof of this should be in the form of a letter of agreement that identifies your supervisor along with contact information (Appendix D). Remember you must be able to log 40 hours of work activities for each one (1) hour of academic credit you register for during a semester. A Log of Hours Worked (Appendix B) is available in the associated Blackboard course to log your hours worked. Internships can be paid or unpaid; however, you must provide evidence to support 40 hours of work activity. Be sure to update your log daily when you report to your work site. Your work supervisor must confirm and approve your hours by signing the form.

4) Think about your internship in terms of learning. Learning is the foundation for an internship experience. You need to develop learning goals, strategies, and evaluation methods to support learning activities during your internship. It is a good idea to discuss the Academic Internship Agreement with your work supervisor and your faculty advisor before you commit to an internship.

Academic Internship Course Requirements

Experiential learning is most successful when the actual internship includes thoughtful reflection of the experience. Use the following portfolio guidelines to help you develop a professional reflection of your experience. There are general areas to document your experience: *Establishment of Goals, Evaluation of Work Activity, Updated Resume, Supervisor Evaluations, Internship Reflection, and any Supplemental Documents.*

Please review the descriptions below for suggestions on what you can provide to support each area. The process associated with collecting evidence demonstrates your internship success.

Updated Resume—Your resume should be professional and updated to include your more recent work experience. You will be required to upload an updated resume at the beginning of your internship semester.

Internship Reflection Section

Internship Reflective Essay—Write a thorough reflection of your overall internship experience. You should include what you accomplished, additional skills you gained or improved, and how you implemented what you previously learned in your LMU: School of Business courses. Some good examples are time management, office etiquette, teamwork, leadership, problem-solving, or communication skills. Include information about the relationships you developed. You should reflect on activities during your internship experience that impressed you or had a measurable impact on your learning opportunities. Did you have memorable customer service experiences? How did you deal with negative or dissatisfied customers? What did you learn from the situation? Reflect on your

relationship with your supervisor and co-workers. Describe your work environment. Was it formal or informal?

Evaluation of Work

You need to ask your supervisor to complete an evaluation at the end of your internship (Appendix C). The Supervisor Internship Evaluation can also be downloaded from the associated Blackboard course. This final evaluation from your work supervisor is required at the end of your internship course.

It is important to practice professional work skills, so type your forms and use your professional voice in your written reflections. Most of the downloadable forms are designed for quick and easy completion. Be sure to fill in the requested information.

Log of Hours Worked

Your completed Log of Hours Worked and a final Supervisor Internship Evaluation are mandatory to earn the academic credit you registered for at the beginning of the semester. Remember 40 work hours must be logged for each academic credit hour, that means 120 clock hours for 3 academic credit hours. Work hours may be paid or unpaid hours as long as you have a valid work supervisor signature. There will be a midterm check on hours worked via Blackboard to ensure interns are on track with academic progress.

Submissions

Make sure your documentation is uploaded to the Blackboard learning unit and is a professional reflection of your experience in the assessment. This guide and your supervisors provide requirements to support your Internship experience. See the internship coordinator for details on the grading scale. Unlike traditional classroom assignments, your work experience provides evidence to support your grade so be diligent in your work performance. **Mandatory Documents you must provide Include:**

- a) Completed and signed Log of Hours Worked—signed by you and your work supervisor
- b) Supervisor internship evaluation—signed by you and your work supervisor
- c) Student Reflection of Internship Experience
- d) Employer Letter of Agreement and Internship Agreement (beginning of internship)
- e) Updated resume

The following Appendixes contain examples of forms you will need to support your internship experience. Most of them can be found in your Blackboard learning units once you have registered for BUSN 498. If you have questions, please do not hesitate to ask. You can email me at joy.williams@lmunet.edu call 423-869-6450.

Appendix A
Academic Internship Agreement

Academic Internship Agreement: Applicant Information

Name:	Student ID:		
LMU Email:	Phone #:		
Major/Program of Study:			
Credit hours requested (see catalog for details):			
Year & Term requested for:	<input type="checkbox"/> Fall	<input type="checkbox"/> Spring	<input type="checkbox"/> Summer

Proposed Internship Partner Information

Business/Organization:		
Address:		
City:	State:	Zip Code:
Phone:	Fax:	
Beginning Date:	Ending Date:	

Use best estimates for when work will begin and end.

Provide a brief but professional description of the proposed internship and its value to your overall course of study.

Internship Supervisor Information

Name:		
Contact Address:		
City:	State:	Zip Code:
Phone:	Email:	

Student's School of Business: Academic Advisor Information

Academic Advisor:	Office Location:
Phone:	Email:

____ I certify the information on this form is correct, and I understand that it is my responsibility to work with the Internship Coordinator and my Academic Advisor to complete the necessary requirements to document this Academic Internship.
____ I authorize that a representative from LMU: School of Business may communicate with my Internship Supervisor at any time during the duration of my internship.

Student Signature:	Date:
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For Internal Use Only

Received By:	Date Received:
Undergraduate Chair Signature:	
Dean Signature:	

Appendix B
Log of Hours Worked

Appendix C
Supervisor Internship Evaluation

Supervisor Internship Evaluation

LMU offers our students an opportunity to earn academic credit for their work experience. Your employee is participating in a course designed to document this experience. Please complete provide the following information to support their Internship Portfolio.

Student Intern: _____

Student Email: _____

Internship (Work) Supervisor: _____

Work supervisor Email: _____

Internship Location: _____

Rating scale from 1-5, with 5 being exceptional and 1 being unsatisfactory.	Strongly Agree			Strongly Disagree	
	5	4	3	2	1
The quality of this student's work was consistently excellent.	5	4	3	2	1
This student reported to work on time consistently.	5	4	3	2	1
This student never had an unexcused absence.	5	4	3	2	1
The student demonstrated professional behavior and appropriate dress for our organization.	5	4	3	2	1
The student contributed positively to our organization.	5	4	3	2	1
The student meshed well with our organization's culture	5	4	3	2	1

I would extend a job offer if a position were open in our organization. Yes No

Would you recommend this student to another employer as a potential intern? Yes No

Would you be willing to write a letter of reference for this student? Yes No

What recommendations would you make to the student for their next work experience?

Appendix D
(Sample) Employer Letter of Agreement

Dear

Please accept this letter as proof of internship opportunity for (Intern). (Company Name) is willing to work with (Intern) in conjunction with Lincoln Memorial University: School of Business on a/an (Title) internship. Pending approval from LMU: School of Business, (Intern) will be scheduled to begin work on (Start Date). (Intern) will be scheduled to work (days/week), between the hours of (hours per day). His/her internship with the company will end on (End Date).

(Intern) will be responsible for a broad range of duties including but not limited to (example: scheduling patient appointments, filing charts, verifying patient insurance information, answering incoming calls, faxing prescriptions to pharmacies, and stocking clinic supplies). (Intern) will be receiving training during the first week of internship. Following training, (intern) will be expected to perform said duties in a highly competent and professional manner.

I will be happy to answer any questions you have including those related to the performance of (Intern) and submit necessary documents to assist him/her in earning college credit for this internship. My office number is (555)-555-5555, or you may contact me on my cell phone number at (555)-555-5555. My email address is [email] I look forward to working with (Intern) this semester and to submit performance evaluations midway through and at the close of the internship/semester whichever comes first.

Sincerely,