

Internship/Co-op Course Syllabus FALL 2020

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Office Hours:	by appointment (Suite 334)
Required Materials:	Access to Blackboard

Course Description:

An internship experience provides the student with an opportunity to explore career interests while applying knowledge and skills learned in the classroom in a work setting. The experience also helps students gain a clearer sense of what they still need to learn and provides an opportunity to build professional networks.

Learning Goals:

The internship will provide students with the opportunity to:

- Gain practical experience within the business environment.
- Acquire knowledge of the industry in which the internship is done.
- Apply knowledge and skills learned in the classroom in a work setting.
- Develop a greater understanding about career options while more clearly defining personal career goals.
- Experience the activities and functions of business professionals.
- Develop and refine oral and written communication skills.
- Identify areas for future knowledge and skill development.

Expectations:

To receive credit for the internship, you are required to register for the course and pay the required tuition/fees, complete all assignments and turn them in by the deadline, and present yourself in a professional manner at all times. You are responsible for all materials and announcements related to the course. Additionally, you are representing yourself, Rutgers Business School, and Rutgers University - Newark at the organization. Please keep in mind that you are expected to:

1. Arrive at work as scheduled, ready to work, and stay for the agreed upon time
2. Present yourself in a professional manner at all times, including being appropriately dressed for your workplace
3. Communicate any concerns with your supervisor and the internship coordinator in a timely manner and respectfully
4. Demonstrate enthusiasm and interest in what you are doing; ask questions and take initiative as appropriate
5. Complete and submit assigned tasks by designated timelines. Meet all deadlines
6. Participate in assigned meetings at work and with the internship

Blackboard Classroom:

The Blackboard site is the classroom for this course. Course information and assignments can be found there and your completed assignments submitted there.

ADA Accommodations:

Rutgers University welcomes students with disabilities into all of the University's educational programs. In order to receive consideration for reasonable accommodations, a student with a disability must contact the appropriate disability services

office at the campus where you are officially enrolled, participate in an intake interview, and provide documentation: <https://ods.rutgers.edu/students/documentation-guidelines>. If the documentation supports your request for reasonable accommodations, your campus’s disability services office will provide you with a Letter of Accommodations. Please share this letter with your instructors and discuss the accommodations with them as early in your courses as possible. To begin this process, please complete the Registration form on the ODS web site at: <https://ods.rutgers.edu/students/registration-form>. For more information please contact Allen Sheffield at (973)353-5375 or in the Office of Disability Services in the Paul Robeson Campus Center, in suite 219 or by contacting odsnewark@rutgers.edu.

Grading:

Your grade is comprised of completed assignments and additional evaluations outlined below:

Assignment	Due Date	Points
1: Introductory Paper	September 20 th	30 pts
2: “Mid-Experience” Reflection	November 1 st	20 pts
3: Internship / Co-op Experience Report	December 13 th	35 pts
4: Workplace Performance Evaluation	December 13 th	5 pts
5: Student Time Sheet Matrix verifying hours	December 13 th	5 pts
6: One Page ‘Thank you’ note to your employer	December 13 th	5 pts

* *If you have an internship that ends significantly earlier your due date will be earlier (you will be contacted by me via e-mail to notify you of your specific due date).*

****Please notify RBS: UG-Newark OCM if you have difficulties with any workplace aspect of the internship/co-op.****

Grades for the semester / term grade are calculated as follows:

- A = 91 or higher
- B+ = 86 to 90
- B = 81 to 85
- C+ = 76 to 80
- C = 71 to 75
- D = 65 to 70
- F = less than 65

Academic Integrity:

The penalties for cheating or plagiarism are severe. There is a University-wide policy on academic integrity, which will be followed. It is not worth the risk of suspension from the University to cheat. Every student will be expected to abide by the following pledge: *“I pledge, on my honor, that I have neither received nor given any unauthorized assistance on any assignments.”* <http://academicintegrity.rutgers.edu/policy-on-academic-integrity>. **Please note that if you have been enrolled in a previous internship course before, you must submit new assignments.** *It is certainly feasible that there may be similarities in your internship experiences, but each experience is unique and thus should have unique papers submitted (including unique learning goals). Submitting assignments from previous experiences is a violation of the academy integrity policy and will most likely result in a “0” on the assignment and when factored in, a failure in the course.*

Absences:

You are expected to be at work when assigned. If you are having difficulty with your work or school schedule, you are expected to discuss it with the faculty or manager. Your grade may be reduced should we be notified of excessive absence, issues with punctuality and poor performance as outlined in the end of semester student performance evaluation.

ASSIGNMENT 1: INTRODUCTORY PAPER AND LEARNING OBJECTIVES

PURPOSE OF INTRODUCTORY PAPER:

An Introductory Paper describes the organization as a whole and your place within it as well as your goals as to what you are hoping to accomplish / get out of this experience.

GUIDELINES FOR WRITING INTRODUCTORY PAPER AND LEARNING OBJECTIVES:

In preparation for assignment #1, you should:

- Learn about the history of the organization.
- Get a copy of the organizational chart and job descriptions within the organization or department.
- Read the entire website of the organization and read relevant marketing materials. If possible, ask for an annual report or similar document.
- Ask your supervisor his/her career story.

The Introductory Paper should be a **maximum of three (3) page, typed and double-spaced, with Arial font, 1" margins, and 12-point font**. The journal must address the topics below, and use **"headings"** to divide each reflection topic within your journal:

Background:

- Tell me about the company and your anticipated role.

Anticipations:

- What do you hope to accomplish in this internship?

Learning Objectives:

- What are your specific learning objectives? Each Learning Objective must be specific, measurable, limited to a single definite result, and have a measurable Learning Objective (which is a statement that clearly and precisely describes what it is that you intend to accomplish by performing a task). You must include a minimum of 5 Learning Objectives

Expectations

- What are your expectations for this experience?

Initial Reactions:

- What are your initial reactions to your first few days? What are you looking forward to? Is there anything you are disappointed about?

Challenges:

- What is going to be your biggest challenge in this internship?

Fit:

- Do you feel like you fit in to the organization? Why or why not?

Action Plan (if relevant):

- If you have identified challenges or disappointments in your initial expectations of your internship, put together an action plan to deal with these.

GRADING OF INTRODUCTORY PAPER:

The Introductory Paper is worth 30% of the total grade.

Satisfactory assessment of the Introductory Paper is based on:

- Evidence of thoughtful reflection, critical thinking, problem solving, complex interpretation;
- Well thought out and planned Learning Objectives;
- Demonstrated awareness of self in the work environment and the role of others;

ASSIGNMENT 2: “MID-EXPERIENCE” REFLECTION

PURPOSE OF “MID-EXPERIENCE” REFLECTION:

The “Mid-Experience” Reflection assignment is the primary place for demonstrating meaningful reflection as you address the Learning Objectives; resolve problems and challenges, and document observations and feelings relating to your internship. The goals of the Mid-Experience” Reflection assignment are:

- To provide a forum for deep reflection on the internship experience (i.e. observations, projects/ tasks, challenges, etc.);
- To provide an opportunity to highlight the progress towards achieving the intern’s Learning Objectives;
- To provide a venue for the Internship Instructor’s monitoring, coaching, and assessment of the internship experience.

GUIDELINES FOR WRITING REFLECTIVE JOURNAL:

The following guidelines will be strictly enforced. **Late papers will not be accepted.** The student will be required to rewrite the journal if they do not adhere to the guidelines. Rewrites must be submitted within 24 hours after notification or the student will receive a 1-point deduction for every day that it is late. The Reflective Journal should be a **maximum of three (3) page, typed and double-spaced, with Arial font, 1” margins, and 12-point font.** The journal must address the topics below, and use “**headings**” to divide each reflection topic within your journal (e.g., Specific Tasks; Learning Objectives; Challenges & Resolutions):

Specific Tasks:

- Specific Specifics about jobs/tasks/projects accomplished, and how classroom knowledge has helped?

Progress:

- Progress towards achieving Learning Objectives; what did you learn and how did you learn it?

Problems:

- Problems encountered with job assignments or work environment, and efforts towards resolution.

Impressions

- Description about what is most impressive about your internship to date.

Expectations:

- Expectations for the second half of the co-op / internship.

Tip: It is recommended that you keep a daily log that documents your experience. Set aside at least 20 minutes, preferably at the same time each day, to write. Make writing in the journal a “habit” or the weeks will fly by and you will have little record of your experience for future reflection. Consider addressing the following questions on a daily basis:

- What did I learn these past few weeks?
- What challenges or frustrations did I encounter?
- How did I use critical thinking or problem-solving to address this issue?

GRADING OF “MID-EXPERIENCE” REFLECTION:

The Reflective Journal is worth 20% of the total grade.

Satisfactory assessments of the “Mid-Experience” Reflection assignment is based on:

- Evidence of thoughtful reflection, critical thinking, problem solving, complex interpretation;
- Consistent reference toward achieving your Learning Objectives;
- Demonstrated awareness of self in the work environment and the role of others;

ASSIGNMENT 3: INTERNSHIP EXPERIENCE REPORT

PURPOSE OF THE REPORT:

The final paper provides an opportunity to reflect on the entire internship experience. The report should summarize your learning, assess overall success in achieving your Learning Objectives, and highlight any additional insights about the organization, industry, or career field. The goals of the report are:

- To provide an opportunity for the student to reflect on and synthesize the full experience, and to analyze personal and professional effectiveness;
- To facilitate closure of the internship experience.

GUIDELINES FOR THE REPORT:

The following guidelines will be strictly enforced. Late papers will not be accepted. Students will be required to rewrite the final paper if they do not adhere to the guidelines. Rewrites must be submitted within 24 hours after notification or the student will receive a full grade deduction for every day that it is late.

The Report should be a **maximum of five (5) page, typed and double-spaced, with Arial font, 1" margins, and 12-point font**. The final paper must address the topics below, and use "headings" to divide each reflection topic within your paper

The final paper must include an Introduction of your paper as well as

Company's Strengths & Opportunities:

- Your observations of the company's strengths and opportunities
- Your perceived strengths and opportunities
- What was your biggest challenge during this internship?

Learning Objectives:

- List of each Learning Objective and discuss the extent to which the objective was met as well as the tasks you did to accomplish the objective.
- If an objective was not accomplished, then an explanation should be provided as to why, and what was accomplished in place of that objective.
- What would you have done differently in order to accomplish an objective that was not met?

Challenges & Resolutions:

- What skills do you wish you had acquired before beginning this internship that would have made it easier for you to complete assigned tasks?
- How were you able to apply classroom knowledge to your internship experience?

Reflection:

- How can you (or other interns) utilize this experience when re-entering the classroom or workplace?
- What characteristics would the ideal intern possess to excel at this internship site?
- How has this internship solidified or changed your career focus?

GRADING OF INTERNSHIP EXPERIENCE REPORT:

Satisfactory assessment of the Final Reflection Paper is based on:

- Demonstrated ability to synthesize and analyze the experience;
- Demonstrated awareness of self as an experiential learner;
- Analysis of Learning Objectives' progress and completion (or not) and why

OCM Deliverables: Performance Evaluation, Time Sheet Matrix, Thank You Letter

OCM Deliverables consist of the following 3 documents:

- **Performance Evaluation:** The performance evaluation is to be completed by your manager. Your manager can complete the hard copy that is located on the following pages. *If your employer is prohibited from providing an evaluation, please notify your instructor immediately. You will be given an alternate assignment (see last page).*
- **Time Sheet Matrix:** Make sure to complete all of your required hours based on the number of registered credits. Your manager must sign-off on this form to confirm your total number of working hours. Include the total number of hours in the indicated box. *If your employer is prohibited from verifying your total work hours, please take a screenshot of your completed hours in your company's time management system and upload the screenshot to Blackboard under the Time Sheet Matrix assignment.*
- **Thank You Letter:** Draft a thank you letter that you will send to your supervisor/team members. If your internship/co-op is not over and you do not wish to send it to your employer at the moment, draft a copy of the letter you plan to send and submit it with your deliverables.

The three documents that follow must be submitted online via Bb.

If you are experiencing any difficulties with any of the 3 deliverables, please contact Ms. Kosakowski at skosakowski@business.rutgers.edu in advance of the deadline. Late submissions will not be accepted. All documents need to be submitted in hard copy form. DO NOT send them in an email.

Complete form below
End of Semester Student Performance Evaluation Form

Student's Name: _____

Sponsoring Company/Supervisor Name: _____

Sponsoring Company/Supervisor Signature: _____

Beginning Date: _____ Ending Date: _____

<p>Relations with others</p> <p><input type="checkbox"/> Works exceptionally well with other</p> <p><input type="checkbox"/> Works well with others</p> <p><input type="checkbox"/> Indicates average skills in working with others</p> <p><input type="checkbox"/> Has difficulty working with others</p>	<p>Quality of Work</p> <p><input type="checkbox"/> Excellent</p> <p><input type="checkbox"/> Above Average</p> <p><input type="checkbox"/> Average</p> <p><input type="checkbox"/> Not satisfactory</p>
<p>Judgment</p> <p><input type="checkbox"/> Excellent in making decisions</p> <p><input type="checkbox"/> Above average in making decisions</p> <p><input type="checkbox"/> Usually makes the right decision</p> <p><input type="checkbox"/> Consistently uses poor judgment</p>	<p>Dependability</p> <p><input type="checkbox"/> Excellent</p> <p><input type="checkbox"/> Above Average</p> <p><input type="checkbox"/> Average</p> <p><input type="checkbox"/> Not satisfactory</p>
<p>Ability to Learn</p> <p><input type="checkbox"/> Learns very quickly</p> <p><input type="checkbox"/> Learns quickly</p> <p><input type="checkbox"/> Average in learning</p> <p><input type="checkbox"/> Did not pick up tasks quickly</p>	<p>Attitude</p> <p><input type="checkbox"/> Extremely interested and independent</p> <p><input type="checkbox"/> Very interested and independent</p> <p><input type="checkbox"/> Average interest and independence</p> <p><input type="checkbox"/> Definitely not interested and independent</p>
<p>Technical Disciplinary Skills</p> <p><input type="checkbox"/> Excellent</p> <p><input type="checkbox"/> Above Average</p> <p><input type="checkbox"/> Average</p> <p><input type="checkbox"/> Not satisfactory</p>	<p>Professional Appearance and Behavior</p> <p><input type="checkbox"/> Excellent</p> <p><input type="checkbox"/> Above Average</p> <p><input type="checkbox"/> Average</p> <p><input type="checkbox"/> Not satisfactory</p>
<p>Attendance</p> <p><input type="checkbox"/> Regular</p> <p><input type="checkbox"/> Irregular</p>	<p>Punctuality</p> <p><input type="checkbox"/> Regular</p> <p><input type="checkbox"/> Irregular</p>
<p>Overall Performance</p> <p><input type="checkbox"/> Excellent</p> <p><input type="checkbox"/> Above Average</p> <p><input type="checkbox"/> Average</p> <p><input type="checkbox"/> Below Average</p> <p><input type="checkbox"/> Not satisfactory</p>	

Additional Comments:

Student Time Sheet Matrix Signed by Manager

Your hours must match the number of credits you are registered for.

Make sure to include your total number of hours.

Be signed weekly by your employer and include this form in your final packet of deliverables.

Student Name:	
Student RU ID:	
Student Phone:	
Student E-mail:	
Employer Name:	
Organization Supervisor:	
Supervisor Phone:	
Supervisor E-mail:	

Weekly Dates	Completed Work Week Hours	Supervisor Initial
Example: 7/6-7/9 & 7/11	24 work week hours	JJ
Total Completed Work Hours for the Semester:		

Acknowledgement: Information above is true and accurate

Student Signature _____

Date: _____

Employer Signature _____

Date: _____

One Page 'Thank You' Letter Sent to Employer

Write and send a 'Thank You' Letter to your employer describing the positive points of your experience. Highlight the best experiences of the internship/co-op. Please print out a hard copy of the letter to submit in your packet.

Here is an example:

DATE

Ms. Jennifer Smith
RBS Corporation
1 Washington Park
Newark, New Jersey

Dear Ms. Smith,

I would like to thank you for offering me an opportunity to work with your company as an Audit Intern for RBS Corporation. I was able to acquire relevant experience and industry knowledge for my future career and enjoyed the time I was able work with the team on critical projects.

This experience provided me with extensive knowledge on your company's expense and accounting functions as well as become more comfortable using Google Drive and Google Wave to document expenses and income. I was able to gain experience in the field of audit by understanding how to acquire supporting documentation regarding transactions, missing financial data, and analyzing spending according to our budget. It was critical to understand how all of this data allows us to evaluate important adjustments to improve cost and expense accuracy.

Lastly, this internship has given me inspiration that I can do more professionally and it helped to build my confidence. I appreciate the trust you had in me and the training provided. I am excited to continue my goal of achieving success as an accountant. I hope to keep in touch and let you know how I am doing over the course of my career.

Thank you again for the opportunity to work with your team.

Best,
Rolando Alvarez

Self-evaluation of Your Internship Performance (alternate assignment)

For each of the following internship dimensions, please mark the box in the rating scale that most closely corresponds to your evaluation of your performance on that dimension during the internship. Please also feel free to offer comments and suggestions for changes and improvements in the spaces provided.

1 = Poor	2 = Below Average	3 = Fair	4 = Good	5 = Excellent
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Evaluation Items	1	2	3	4	5
1. Quality of Work: The degree to which your work was thorough, accurate, and completed in a timely manner					
Comments:					
2. Ability to Learn: The extent to which you asked relevant questions; sought out additional information from appropriate sources; understood new concepts, ideas, and work assignments; and were willing to make needed changes and improvements					
Comments:					
3. Initiative and Creativity: The degree to which you were self-motivated; sought out challenges and/or more work; approached and solved problems on your own; and developed innovative and creative ideas, solutions, and/or options					
Comments:					
4. Character Traits: The extent to which you demonstrated a confident and positive attitude; exhibited honesty and integrity on the job; were aware of and sensitive to ethical and diversity issues; and behaved in an ethical and professional manner					
Comments:					
5. Dependability: The degree to which you were reliable; followed instructions and appropriate procedures; were attentive to detail; and required supervision					
Comments:					
6. Attendance and Punctuality: The degree to which you reported to work as scheduled and on-time					
Comments:					
7. Organizational Fit: The extent to which you understood and supported the organization's mission, vision, and goals; adapted to organizational norms, expectations, and culture; and functioned					

within appropriate authority and decision-making channels					
Comments:					
8. Response to Supervision: The degree to which you sought supervision when necessary; were receptive to constructive criticism and advice from your supervisor; implemented suggestions from your supervisor; and were willing to explore personal strengths and areas for improvement					
Comments:					