The Student Internship Handbook

A Guide to Credit-Bearing Internships at Millersville University

Experiential Learning and Career Management
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What is a Credit-Bearing, Academic Internship at Millersville University?

Experiential Learning and Career Management’s Credit-Bearing Academic Internship Program is one approach of experiential education which supports the University’s mission of providing diverse, dynamic, and meaningful experiences to inspire learners to grow both intellectually and personally; enabling them to contribute positively to local and global communities. Millersville University recognizes that credit-bearing, internship experiences are a valuable part of education, allowing students to engage in a professional experience at an organization while developing new skills and learning about a field or industry that complements classroom learning. The opportunity to apply theory to practice is treated like any other academic course where students can earn credit toward graduation.

Definition of an Internship

Student work and observation experiences go by a number of different names, including internships, co-ops, practicums, externships and part-time jobs. Sometimes it’s hard to tell what an experience should be called—definitions can vary among schools and employers. Following are some general definitions provided by the National Association of Colleges and Employers (NACE).

Internships: An academic internship is a form of experiential education that integrates knowledge and theory learned in the classroom with practical application and skill development in a professional setting. Internships give students the opportunity to gain valuable applied experience and make connections in professional fields they are considering for career paths; and give employers the opportunity to guide and evaluate talent. At Millersville, students earn at least three academic credits. This work/learning arrangement is supervised by a faculty member and by a designated employee of an organization. The internship is usually the length or equivalent of an academic term, may be part-time or full-time, paid or unpaid. An integral component of the experience that distinguishes it from other types of work is one or more forms of structured and deliberate reflection contained within learning agendas or objectives.

Cooperative education: Cooperative education provides students with multiple periods of work in which the work is related to the student’s major or career goal. The typical program plan is for a student to alternate terms of full-time classroom study with terms of full-time, discipline-related employment. Since program participation involves multiple work terms, the typical participant will work three or four work terms, thus gaining a year or more of career-related work experience before graduation. Virtually all co-op positions are paid and the vast majority involves some form of academic credit.

Practicums: A practicum is generally a one-time work or service experience done by a student as part of an academic class. Some practicums offer pay, but many don’t. Almost all are done for academic credit.

Externships/job shadowing: An externship or job shadowing experience allows a student to spend between a day and several weeks observing a professional on the job. Such experiences are unpaid; however some colleges and universities pick up travel and/or living expenses. Externships and job shadowing experiences are generally not done for academic credit.

To ensure that an experience is educational and thus eligible to be considered a legitimate internship by the NACE definition, Millersville University recommends the following criteria, recommended by NACE, be met:

1. The experience must be an extension of the classroom: a learning experience that provides for applying the knowledge gained in the classroom. It must not be simply to advance the operations of the employer or be the work that a regular employee would routinely perform.
2. The skills or knowledge learned must be transferable to other employment settings.
3. The experience has a defined beginning and end, and a job description with desired qualifications.
4. There are clearly defined learning objectives/goals related to the professional goals of the student’s academic coursework.
5. There is supervision by a professional with expertise and educational and/or professional background in the field of the experience.
6. There is routine feedback by the experienced supervisor.
7. There are resources, equipment, and facilities provided by the host employer that support learning objectives/goals.

During the 2014-2015 academic year, over 350 Millersville University students completed credit-bearing internships. Internships have become an essential piece of the educational experience for college students. By participating in a credit-bearing internship, students explore their interests as they begin to build that bridge between college and career, clarifying their desired professional goals while further developing their professional and interpersonal skills for the competitive workplace. Additionally, internships assist the employer by providing the freedom for existing staff to pursue new or more creative projects. Interns may also bring new solutions from the classroom to solve old problems.

**Benefits of an Internship**

A credit-bearing internship is one of the most significant professional moments of student’s college career. Internships provide students with the opportunity to demonstrate their ability to apply classroom knowledge and to strengthen their professional work habits. As job competition rises, participation in internships provides students with a competitive advantage over other graduates with limited practical work experience. Internships may also confirm or redirect career decision-making through on-the-job experience in a chosen field. Well-planned and well-executed internships offer students a chance to gain first-hand knowledge of an organization and an industry, helping them focus their career goals, to learn how to perform new tasks, undergo personal growth and make strides in one’s professional development. Additionally, internships are an outstanding source of networking contacts and professional references for students, as well as the potential for regular employment after the internship ends.

**How Our Program Works**

Students in MU’s Credit-Bearing Internship Program are earning academic credits for their internship experience. This means that the student must complete some minimum requirements in order to earn those credits:

- All academic internships are completed for a minimum of 3 credits. *Requesting more credits for the internship?* Students must discuss and receive written approval from the internship coordinator
- Students must work a minimum of 10 to 30 hours per week; for 12 to 15 weeks; for a minimum of 120 to 225 hours (or 450 for CSCI) per semester (hour requirements vary per departments) to earn academic credits for the experience
- Students must pay tuition for the academic internship (including summer internships)
- Students must earn a favorable work evaluation from the employer
- Have a minimum of five (5) communications/interactions with the faculty internship supervisor establishing learning objectives, goal setting, providing progress reports and evaluating the experience
- Write an outcome paper which is a reflection of the internship experience
- Complete an evaluation/assessment of the academic internship experience
- Complete any additional departmental assignments

Students’ work cycles usually coincide with Millersville’s semesters: Fall - End of August to Mid-December; Spring - Mid-January to first week of May and Summer - Mid-May to Late-August.
There is flexibility in the beginning and end dates. *Although, retroactive credit cannot be awarded.* Also, employers may request that students commit to back-to-back cycles or positions can be extended if there are increased responsibilities and it is agreeable to all parties. If you want to continue it for credit for another semester, you MUST provide ELCM and your departmental internship coordinator an updated job description showing increased responsibilities and/or different duties. Next, you need to sign up for a 30-minute registration session for that upcoming semester.

**Basic Facts on Credit-Bearing Internships at Millersville University**
- Internships usually earn 3 credits, which may count as major electives. A maximum of 12 internship credits may be earned.
- Students in all majors are eligible.
- Thousands of positions are available on Career Connection, our internship database.
- If you find an internship on your own, it may not be in an in-home business or virtual; ELCM must be notified if it is *out-of-state* internship and ELCM & Global Education & Partnerships must be notified if it is an *international* internship.
- Participation in an internship occurs over a period of 12 - 15 weeks; for a minimum of 10 to 30 hours per week; for a total of 120 to 225 hours (or 450 for CSCI) per semester (hour requirements vary per major)
- Internships are flexible to meet the needs of students and employers.
- Graduation may be deferred in order to do an internship, but you cannot participate in an internship through the university AFTER graduation. If you are planning to graduate in May but would like to do a summer internship, it may be worthwhile to defer.

**Eligibility Requirements**
Internship experiences are available to all Millersville University students who have:
- A minimum 2.0 major GPA and overall GPA, some departments require a 2.5
- Successfully earned 24 credits
- Transfer students must have successfully earned 12 credits at Millersville
- Second degree, undergraduate students must have completed 12 credits at Millersville.
- Declared a major and/or minor
- Signed approval from academic department’s Faculty Internship Coordinator
- Signed the agreement to complete the requirements and pay for the credits

**Role and Responsibilities of the Employer**
- Provide ELCM with a current detailed job description of work tasks to be performed prior to any student placement.
- Provide training, mentoring and supervision for the intern student
- Provide a supervised learning experience that helps the student grow in his or her field.
- Encourage professionalism by assisting the intern student in developing communication, interpersonal, decision-making, and other skills
- Provide opportunities for increased responsibility and new learning opportunities; keeping the intern student directed toward accomplishing his/her learning objectives.
- Assignments should be meaningful, challenging and directly related to the student's curriculum and career goals.
- Maintain an open channel of communication with regular meetings.
- Expose the student to professional surroundings.
- Have a genuine interest in the progressive development of student potential.
- Meet with the student's faculty supervisor at least once during the semester.
• Prepare and return a final evaluation of student’s performance approximately two weeks prior to the student’s departure date (may also use employer-established standard evaluation methods).
• Allow for student leave time to attend university-sponsored programs and academic, registration functions.

How Does a Student Find a Credit-Bearing, Academic Internship?

Step 1: Complete the Online Orientation.
Print the credit-bearing internship orientation agreement & the Request for Credit-Bearing Internship form. Complete the quiz while you’re still at the computer as you may need to refer back to the orientation presentation. Note: If you already found an internship on your own, and would like to earn credits, you are still required to complete the online orientation. Make sure your department approves the company where you will intern and the internship job description. Please note the internship may not be in an in-home business or virtual; Experiential Learning and Career Management (ELCM) must be notified if it is an out-of-state internship and ELCM & Global Education & Partnerships must be notified if it is an international internship. The Global Education & Partnerships department has information sessions each semester that you must attend to gather all the necessary information and paperwork for an international internship. Once you have completed Steps 1-3, please turn in ALL 3 forms along with the name of the company, the address, a copy of your internship job description, name of your supervisor and her/his email and phone number.

Step 2: Sign the Agreement.
Complete the top section of the Request for Credit-Bearing Internship form, sign it, and take it to your academic department to be signed by your department’s Faculty Internship Coordinator. Remember, your department’s internship coordinator needs to approve the internship job description if you found it on your own. Have a conversation with your coordinator about how it fits into your academic program. Print your degree audit showing you have the required major & overall G.P.As. Return the Agreement and signed "Request for Credit-Bearing Internship" form to ELCM in Bedford House. You will receive more information, including how to use our Web-based internship database, Career Connection. Go to step 7 if you found an internship on your own and accepted the position and your department approved it.

Step 3: Create a Resume.
Follow the instructions provided at the end of the handbook to create a profile for Career Connection. Refer to the ELCM Job Search Guide to create your internship résumé which follows national standards for proper formatting. Once your profile is created, you may begin Step 4.

Step 4: Finding a Credit-Bearing Internship.
Using targeted search tools, select about 10 possible jobs from the database. Schedule an appointment with an internship counselor in ELCM to review those positions. Once your résumé is uploaded and we have determined which internships are a good fit for you, we will send the résumé to the employers. Our employers rate very highly with our students: 93% of our student interns from this past semester would recommend their employer to other students.

Step 5: Interviews.
Employers contact YOU directly to schedule an interview. They may do a phone and/or face-to-face interview.
Step 6: Follow-Up with Employers.
You are strongly encouraged to follow up with employers to inquire about the status of your résumé. Contact ELCM to obtain a list of contacts for follow up calls.

Step 7: Accept the Position.
Once you accepted the position, contact ELCM to sign up for a 30-minute registration session; provide the job ID number found in Career Connection. If you found the internship on your own please provide company name and address, the internship job description, name of your internship site supervisor along with their contact information. All students must complete the face-to-face registration session to earn credits for the experience, even if you found the internship on your own.

Step 7 is an important step, as this is how you register for internship credits. Please understand you must pay tuition for the credit-bearing internship as you would for any other credit-bearing course (including summer internships). Millersville University considers the internship a course like any other. Therefore, you are required to pay tuition for enrolled credits. At the university level, significant resources are devoted to credit-bearing internships. ELCM, the department internship coordinators, faculty supervisors and other University personnel are involved in student credit-bearing internships from beginning to end. ELCM and the department internship coordinators advise students, evaluate internships, develop internship opportunities and information, review internship agreements, check pre-requisites and register students for the course. In addition, ELCM and the coordinators maintain contact with students and supervisors through e-mail, telephone, written reports and evaluations. When the semester comes to a close, ELCM and the coordinators review all materials submitted by students and supervisors, conduct meetings as needed and assign grades. Each semester, students confirm their credit-bearing internship was an essential part of their education. You may read what other students have told us by visiting the student testimonials page: http://www.millersville.edu/elcm/internships/student-profiles-home.php

Already completed a credit-bearing internship & want to continue it for credit for another semester? You MUST provide ELCM & your departmental internship coordinator an updated job description showing increased responsibilities and/or different duties. Next, sign up for a 30-minute registration session in the Bedford House so you receive academic credit for the second internship experience.
**Additional Notes**

*During the fall and spring semesters, you should register for a “Placeholder” course to hold a spot for your credit-bearing internship.* This helps you register for the proper amount of credits needed for your fall/spring semester. For example, if you are taking 12 credits in the fall, including the internship, you would register for your three courses and you would register for “COOP 300” as the fourth course. ELCM has a special CRN for that fall internship, placeholder course, to create your “12 credit”, full-time schedule. Ask for the CRN from an ELCM staff member when you confirm you are registering an internship for credit. When you attend an internship registration session that will be where you indicate to drop the placeholder course in place of the internship course. You do not need a placeholder course for a summer internship.

Your academic department may have additional requirements, assignments, etc. Be sure to check with your faculty supervisor, or the faculty internship coordinator for your department.

If during your internship experience you would like for another person (i.e. Mom and Dad) to have access to information regarding your internship process you must sign the Authorization to Request Information form. We cannot release your information to anyone unless we have your signature on the form. Once you sign the form, we can only release your information to the person(s) that you have specified on that form.

**Finding the Right Internship**

We’re here to help provide resources for you to find the internship that’s right for you.

- We highly recommend using Career Connection, ELCM’s web-based database with literally thousands of internship jobs. The employers on Career Connection have been pre-screened and have an established relationship with the university.
- Once you submitted your orientation agreement/request for credit-bearing internship form, receive access to Career Connection, you will be able to search these jobs by major and by keywords. We will also email you with any new internship jobs that we received seeking your major. You will always be sure to know the latest information on what’s available.
- Online research can be helpful, particularly if you’re looking for internships outside of the Lancaster/Harrisburg area. Check out prospective employers’ online, get information about what they do and any positions available. Most employers have a careers tab/link that will list internship opportunities.
- Use the Employment resources such as Vault.com, Indeed.com or Glassdoor for students to seek internships, too.

**If you’ve already found your internship:** Congratulations! A number of students know just where they want to work and seek out an internship with that employer on their own. Or, they are currently employed with an organization with which they can do an internship. If you fit that profile, then you’ve already jumped ahead in the process. Don’t stop now, though. In order to get credit for your work, there are still a few steps to be completed. **You will still need to:**

- Complete the online orientation credit-bearing internship agreement and the Request for Credit-Bearing Internship form.
- Have the form signed and returned to ELCM – located in the Bedford House
- Provide ELCM with your employer’s name, contact information (email and phone number) and internship, job description
- Sign up for and attend a registration session to register for the internship for academic credits.
- Pay tuition for the credit-bearing internship as you would for any other credit-bearing course (including summer internships)
CHECKLISTS

These checklists can help you keep track of your internship “to-do’s” during the semester, so you’ll have your academic requirements successfully completed by the end of the term.

TO RECEIVE ACADEMIC CREDIT:

- Attend Registration session – make sure you **hand your registration paper to a person** in your academic department.
- Pay tuition for the internship
  - bursar@millersville.edu 717-871-5101
- Satisfactorily complete the work – most academic internships are graded “S”atisfactory or “U”nsatisfactory.
- Earn a favorable work evaluation from the employer. *e.g.* Communication is important for a successful internship assignment. Do not assume you have off during fall/spring break. Communicate with your employer about taking time off.
- Complete a minimum of 10 to 30 hours per week; for 12 to 15 weeks; for a minimum of 120 to 225 hours (or 450 for CSCI) per semester (hour requirements vary per departments) to earn academic credits for the experience.
- Have a minimum of **five** communications/interactions with an assigned faculty internship supervisor - including one on-site visit. **It is YOUR responsibility to initiate contact with your internship faculty supervisor.** Report any issues to Experiential Learning and Career Management.
- Write & turn in the Outcomes Paper (guidelines follow). **You must email a copy to ELCM & email or print one copy for your faculty supervisor.**
- Complete any additional departmental assignments.
- Complete the student evaluation form.

Check Your Schedule or Degree Audit
Two-to-three weeks after you’ve turned in the registration form to your department, make sure the credits are listed on your schedule and degree audit. **If not, contact us in ELCM! @ intern@millersville.edu**

- Is the internship listed as 300, 400 or 500?
- Is it listed for the correct number of credits?
- Does the total number of credits for the semester add up as desired?

Internship Faculty Supervisor Planning Sheet:
Establish learning objectives, goal setting, provide progress reports, recommended means of communicating and evaluating the experience.

Appts w/Internship Faculty Supervisor/Date

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<thead>
<tr>
<th>Meeting</th>
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<tr>
<td>1st meeting –semester planning</td>
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<tr>
<td>2nd meeting-review, revise goals</td>
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<td>3rd meeting-progress report</td>
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<td>4th meeting-site visit</td>
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<td>5th meeting-evaluations</td>
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**Questions?**

Contact 717-871-7655! or email at intern@millersville.edu

Visit our web page, too, for important resources and videos to make the best of your internship opportunity.

http://www.millersville.edu/elcm/

Like us on Facebook for useful tips such as networking, job seeking, or interviewing… You may find us at … MillersvilleELCM
The Experiential Learning/Internship Outcomes Paper

Guidelines:
1. The internship outcomes paper is a reflection of the internship experience. The expected length is 8-10 pages (double spaced); journaling or keeping a weekly log will help you write this paper.
2. Email/tturn in to Experiential Learning and Career Management (ELCM) and your faculty internship supervisor the Monday before finals week (14th week of the fall/spring semester) UNLESS your faculty supervisor determines a different deadline, you would go by their deadline. Please inform ELCM of the different deadline date.
3. Academic credit and grade (satisfactory/unsatisfactory) will not be sent to University Registrar unless this paper is submitted.
4. Please complete Student Evaluation Form online. Experiential Learning and Career Management will email link to survey close to the end of semester. It is listed on ELCM’s Internship page; under the quick links and will be activated two-thirds into the semester/term: http://www.millersville.edu/elcm/internships/index.php

For Initial Experiential Learning/Internship Experience (SUBJ 300):
As with any paper you submit for credit, it is expected that you adhere to correct grammatical form. Reviewing this material from time to time during your work assignment will help you to write your paper in a timely fashion. Please answer the following ten questions specifically and thoroughly.

1. Job Description: Describe in as much detail as possible your role and responsibilities. Did your actual job differ from the job description you had prior to working? If so, how did it differ?
2. Describe the employing firm. What product(s) is made or service(s) rendered?
3. Give a detailed description of the employing department, and where it fits in the organizational structure.
4. Describe the general educational/professional level of your work associates. Discuss the characteristics, traits and skills you observed to be needed by professionals in your field.
5. Describe the supervision that was provided. What kind of instruction, assistance and consultation did you receive? Was there a review process other than the MU employer evaluation? Did you find the evaluation helpful? Why or why not?
6. Did you have the opportunity to closely interact with co-workers? Were they helpful? Describe any opportunities such as networking or social/cultural events, which were available to you as a result of this experience.
7. Describe the most outstanding events that occurred during your internship. Were there any problems encountered and, if so, what strategies were used to solve them? What was your greatest accomplishment? How did you achieve it?
8. Provide examples of course work that relates to your job. Describe how the job contributed to your education, list specific examples/situations. Was it academically relevant? Identify courses that you wish you had taken or plan to take as a result of this experience.
9. Identify/explain any personal or career decisions that you have made as a result of this experience.
10. Were you satisfied with your internship choice? Explain. Describe any changes that you would recommend in the current policies and operation of the Experiential Learning/Internship program. Please be constructive and frank.

For Subsequent Experiential Learning/Internship Experiences (SUBJ 400, 500): Select a topic that is mutually agreed upon by the employer, internship faculty supervisor and you. The topic should be an extension of your current learning experience and research it in depth. Remember, if you already completed an academic internship for credit and want to continue it for credit for another semester, you MUST provide ELCM and your departmental internship coordinator an updated job description showing increased responsibilities and/or different duties. Next, you need to sign up for a 30-minute registration session in the Bedford House so you receive academic credit for the second internship experience. Possible Departmental assignments: Writing a journal or blog; writing a mid-term report, a research paper and or completing a special project; additional faculty contacts; oral presentations.
Code of Professional & Ethical Conduct for Millersville University Student Interns

General Statements: While interning at your site, you are representing not just yourself, but the university and your fellow students, both current and future. Whether you do well or not at your site may have implications far beyond your current situation.

- You are governed by the employer's employment policies, practices, procedures, dress code, and/or standards of conduct. To avoid any misunderstanding, it is recommended that you obtain clarification regarding such matters from your employer when you begin your assignment. In particular, we recommend that you seek specific instructions regarding the following:
  - Attire
  - Phone use
  - E-mail use
  - Internet use
  - Cell phone use

- Your performance while on assignment as an intern will be measured by your employer through a university-provided performance evaluation. You must receive a satisfactory (or better) performance rating for the period of your internship for the internship to be recognized by the university.

- You must keep both Experiential Learning and Career Management and your sponsoring employer apprised, at all times, of your current e-mail address, physical address and telephone number.

- You understand that permissible work absences include illness or other serious circumstances. Keeping pace with coursework or co-curricular activities are not legitimate excusals. You will be responsible to notify the employer immediately in case of absence or lateness.

- Any changes in your internship status (layoff, cutback in hours, change in site supervisor or dismissal) must be reported immediately to your internship faculty supervisor and Experiential Learning and Career Management.

- If you feel victimized by a work-related incident (e.g. job misrepresentation, unethical activities, sexual harassment, discrimination, etc.), contact Experiential Learning and Career Management immediately so that we may help you.

- Due to the nature of an Internship arrangement, you may not withdraw from a site except in severe and justifiable circumstances as determined by your faculty supervisor in consultation with the cooperating site sponsor. A dishonorable dismissal will nullify the internship arrangement at the risk of academic penalty.

- You will follow all policies and procedures of the internship, as well as the university policies for on-campus classes. This includes completion of all academic assignments related to the internship as well as completion of the required number of hours and weeks at the internship site.

Specific Statements
You will conduct yourself in a professional manner at all times. This includes, but is not limited to:

- Maintaining confidentiality regarding information accessed on any patients, clients, members, customers, employees, and products or services associated with the internship site;
- Reporting for the internship on time;
- Using appropriate written and oral expression in all interactions with all personnel, managers, supervisors, employees, the public and clients;
- Participating in any orientation or testing required by the internship site;
- Observing all established safety and sanitation codes;
- Engaging in positive, good, legal behavior;
- Accepting responsibility and accountability for decisions and actions taken while at the internship site;
- Ensuring that all interactions with guests, patients, clients, members, customers, the public and fellow employees are conducted with dignity and respect towards every person.
HARASSMENT POLICY AND PROCEDURES

MILLERSVILLE UNIVERSITY CREDIT-BEARING INTERNSHIP PROGRAM

Experiential Learning and Career Management is committed to engaging students in professional and safe working/learning environments. In accordance with College policy (please see the University Judicial Affairs Handbook), Experiential Learning & Career Management (ELCM) will not tolerate any form of harassment, intimidation or discrimination related to skin color, race, gender, cultural heritage, ethnicity and nationality. This applies to site supervisors and co-workers toward a student, as well as students toward their site supervisors and co-workers.

Allegation of Misconduct

Students are encouraged to inform themselves of the site sponsor’s Sexual Harassment policy and to be guided by this policy. If a student believes she/he has experienced an incident of sexual harassment, ELCM requests students to report the incident as soon as possible. This will afford both the University and the internship site the opportunity to promptly intervene. Upon receiving a report from a student intern, ELCM staff member will immediately notify the Director of ELCM. The Director will notify the University Title IX Coordinator. The Director will facilitate appropriate interventions with the participating internship site and supervisor. All interactions during the process of intervention will be documented by ELCM staff and kept on file.

These interventions may include:

1. ELCM staff providing guidance and counseling to the intern on how to confront the individual(s) harassing him/her.
2. ELCM contacting the site supervisor and establishing a formal meeting to present the allegations the intern reported. This meeting may or may not include the student being present at the meeting. The student will determine the level of involvement that he/she wishes to have in the face to face component of the intervention(s).
3. Removing the intern from his/her internship site.
4. Removing the site and or perpetrator from the approved list of internship partnerships.

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

- subtle pressure for sexual activity
- unnecessary brushes or touches
- offensive sexual graffiti
- disparaging remarks about one’s gender
- physical aggression such as pinching and patting
- sexual innuendos or persistent use of sexually suggestive language which another person finds offensive, demeaning, or otherwise inappropriate
- verbal sexual abuse disguised as humor
- obscene gestures
- sexist remarks about a person’s clothing, body, or sexual activities
- conditioning an educational or employment decision or benefit on submission to sexual conduct.
HARASSMENT POLICY AND PROCEDURES

The Millersville University credit-bearing internship program is intended to provide the students with the opportunity to enhance their learning experiences in the career of their choice. The University is further committed to ensuring this is a safe and professional experience.

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Millersville, PA 17551  
717-871-4100  
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Making the Most of Your Internship

- **Make a Good First Impression:** Show up on time, dress appropriately, and be personable. Learn the employer's employment policies, practices, procedures, both formal and informal, and follow them. Approach your work with a positive attitude. Consider your supervisor's and other staff members' time when seeking help on assignments.

- **Learn Everything You Can:** Acclimating to a company or organization and its operations is not always easy. As an intern, you will have access to information from which and people from whom you can learn. Take advantage of these opportunities: volunteer for projects; develop new relationships; and discover new ways to get work done.

- **Define Your Position:** After the first two weeks of your internship, meet with your faculty internship supervisor to outline both your supervisor's and your goals for the internship. Ask questions. Know your responsibilities. See if you can (or must) make a final presentation, keep a journal, and conduct informational interviews with employees. Make sure you know how you will be evaluated, and that your site supervisor is also clear on all these things.

**Maximize your time on the job.**

- **Take initiative** - Get the most out of your internship by tackling new challenges and learning opportunities. Volunteer for projects, attend meetings/seminars/conferences that are relevant, and ask for help if you are not getting enough guidance.

- **Know what you want or need** – Your lack of information, confusion, or boredom is probably not as apparent as you think. It is your responsibility to keep your site supervisor and faculty internship supervisor informed about your progress.

- **Be self-sufficient** – Don’t ask questions about things you could find out yourself.

- **Network** – Arrange for informational interviews, interact socially with the rest of the staff when you can, and ask others about their jobs (how they got them, pros and cons, etc.)

- **Observe company or organization culture** – This can tell you a lot about the industry as a whole.

- **Learn about the business** – Know your company’s/organization’s history, standing in the market, goals, clients, and competitors.

- **Use your experience to get a job** – Stay in touch with your contacts, and keep a copy of any reports, articles, or presentations you worked on to create a portfolio or demonstrate your experience to the next potential employer.
After Your Internship is Completed

Don’t look at your internship as an isolated part of your college experience. Use the experience to help plan your strategies in defining your interests, skills and abilities as you learn to make the effective career decisions. Make an appointment with Experiential Learning and Career Management if you need some advice or other help with this part of the process.

- Follow-up: Thank your supervisor and any other mentors in the company for hosting you. Make sure you check-in periodically with any supervisors with whom you had a positive relationship – they may be the ones serving as a reference when you apply to future jobs or internships.

- Inventory all your intern duties and job areas you were exposed to. Use this to update your resume.

- Build on your internship experience. If you liked it, start searching for your next opportunity in that field, keep networking, and inform your professors. If you didn’t like the internship, make an appointment with an Experiential Learning and Career Management counselor to discuss some alternatives that might be better for you.

- Participate in programming and events hosted by Experiential Learning and Career Management. These activities will provide you with the opportunities to practice your presentation and communication skills, allow you to reflect critically upon, analyze and share your experiences with others in the college community.
Experiential Learning and Career Management (ELCM) provides student-centered career programs, experiences and learning opportunities to assist students to achieve personal and professional goals.

The components that make up Experiential Learning & Career Management (ELCM) are Internships (Experiential Learning), Career Management, and Volunteer Central.

Experiential Learning is a philosophy that informs many approaches, in which educators purposefully engage with learners in direct experience and focused reflection in order to increase knowledge, develop skills, clarify values, and develop people’s capacity to contribute to their communities (Association for Experiential Education, paragraph 2). Activities and programs such as internships, service learning, study abroad and research are part of experiential education. These different approaches of experiential learning share common elements. These common elements allow students the opportunities to apply classroom knowledge to real-world settings, benefiting from the experiences of others while integrating theory and practice to acquire an understanding of the world of work and civic engagement.

Career Management encourages our students to take advantage of career development from their freshman year through graduation. In addition to encouraging experiential education and community service, a thoughtful plan is available for building skills that range from career decision making through job search and interviewing. Programs specific to Schools and Departments are available as are Internship & Job Fairs and on-campus recruiting.

Volunteer Central is Millersville University's connection to community and academic partnerships for students, faculty, and staff. We facilitate civic engagement services including community service, service-learning and federal work study opportunities. Civic engagement is all about getting engaged with your community - right here in Millersville and Lancaster, or with a national or international program. We are here to help you connect with, build, and sustain meaningful service initiatives.

You may learn more about each of these services through our web site, www.millersville.edu/elcm or call us at 717-871-7655. We pride ourselves on outstanding customer service so feel free to contact us.
Go to the Experiential Learning and Career Management’s web site—Career Connection tab: http://www.millersville.edu/elcm/career-connection/index.php

Locate the “Students Login Here” button and then click on it.

Click on User Name and type in your Millersville E-Mail address (example: jasmith@millersville.edu) then click on “Forgot your password?” (NOT click here to register!). Within a few minutes you will receive an email with your password that you can change once you are in Career Connection. At that point, you can access your Career Connection account and change your password to something you can remember.

Step 1: Create Your Profile

- You are required to complete information in the Personal Information and Demographic Information sections. You will also see an optional Additional Information section that you may complete. **NOTE: In the Demographic Information section - Be sure to set your “Applicant Type” as Co-op! You may only choose one Applicant Type at a time.**
- Each box will have an edit button.
- Carefully go through each box and fill out the required (*) and requested fields.
- Note: Providing detailed information in your profile will enable us to better assist you with your search.
- Save all changes!

Step 2: Upload Your Resume

Please refer to the ELCM Job Search Guide (available online) for creating your internship resume which follows national standards for proper formatting.

- Click on My Documents
- Choose Upload Files
- Click Browse to find your document
- Select the correct document and name it
- Click Upload
- Click Submit Student Profile.

Step 3: Search for Internships

- Click on Jobs and select “Co-op Jobs”
- You will see a list of all available internships/co-ops. The list displays the most recently added jobs first. For a more detailed search, please use the “Advanced Search” feature. This will enable you to view internships available for your specific major(s) and area(s) of interest.
- Click on the Job ID to see the position details.
- Write down Job ID numbers of the positions that interest you.
- **Call or email Experiential Learning and Career Management at 717-871-7655 or intern@millersville.edu to schedule a seeking appointment with a counselor to review your selections. ELCM is located in the Bedford House.**