Internship Handbook for Students

A Guide to Credit-Bearing Internships at Millersville University

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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 in the student’s major field of study, 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 2016-2017 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.

By the end of the internship, it is our hope that a student will have not only demonstrated their ability to integrate knowledge and theory learned in the classroom and applied it to the professional setting but also to have developed and enhanced some of the career ready skills that are transferable to any professional setting.

The National Association of Colleges and Employers (NACE) has developed a definition for career readiness and identified eight competencies associate with career readiness. In accordance with its mission to lead the community focused on the employment of the new college graduate, the National Association of Colleges and Employers (NACE), through a task force comprised of representatives from both the higher education and corporate sides have listed these areas of career readiness for the new college graduate:

**COMPETENCIES:**

**Critical Thinking/Problem Solving:** Exercise sound reasoning to analyze issues, make decisions, and overcome problems. The individual is able to obtain, interpret, and use knowledge, facts, and data in this process, and may demonstrate originality and inventiveness.

**Oral/Written Communications** Articulate thoughts and ideas clearly and effectively in written and oral forms to persons inside and outside of the organization. The individual has public speaking skills; is able to express ideas to others; and can write/edit memos, letters, and complex technical reports clearly and effectively.
**Teamwork/Collaboration:** Build collaborative relationships with colleagues and customers representing diverse cultures, races, ages, genders, religions, lifestyles, and viewpoints. The individual is able to work within a team structure, and can negotiate and manage conflict.

**Digital Technology:** Leverage existing digital technologies ethically and efficiently to solve problems, complete tasks and accomplish goals. The individual demonstrates effective adaptability to new and emerging technologies.

**Leadership:** Leverage the strengths of others to achieve common goals, and use interpersonal skills to coach and develop others. The individual is able to assess and manage his/her emotions and those of others; use empathetic skills to guide and motivate; and organize, prioritize, and delegate work.

**Professionalism/Work Ethic** Demonstrate personal accountability and effective work habits, e.g., punctuality, working productively with others, and time workload management, and understand the impact of non-verbal communication on professional work image. The individual demonstrates integrity and ethical behavior, acts responsibly with the interests of the larger community in mind, and is able to learn from his/her mistakes.

**Career Management** Identify and articulate one’s skills, strengths, knowledge, and experiences relevant to the position desired and career goals, and identify areas necessary for professional growth. The individual is able to navigate and explore job options, understands and can take the steps necessary to pursue opportunities, and understands how to self-advocate for opportunities in the workplace.

**Global/Intercultural Fluency** Value, respect, and learn from diverse cultures, races, ages, genders, sexual orientations, and religions. The individual demonstrates openness, inclusiveness, sensitivity, and the ability to interact respectfully with all people and understand individuals’ differences.

NACE’s career readiness definition and list of competencies provide the foundation for those of us focused on ensuring new college graduates have the skills necessary to enter and become part of a strong, productive work force. We can develop strategies and tactics to prepare students for successful entry into the work force. *Who is NACE? Established in 1956, the National Association of Colleges and Employers (NACE) is the leading source of information on the employment of the college educated. [http://www.naceweb.org/](http://www.naceweb.org/)*
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 (please seek advice from your academic advisor)
• Hundreds 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
Internships experiences at Millersville University are considered to be academic courses. As such, there are specific requirements for all parties involved. As internships are reciprocal experiences, it is important that all parties understand their responsibilities.

Experiential Learning and Career Management:
• Facilitate management and activities of the credit-bearing internship program to provide consistency of operations.
• Promote and maintain relationships with students, employers and faculty.
• Provide eligibility forms for students to be signed by department internship coordinator.
• Make every attempt to provide positions for all eligible students who seek internships.
• Communicate and promote internship positions with students and faculty.
• Make positions accessible to students and faculty by means of an electronic database.
• Counsel students on appropriate experiences and establish they are prepared for the job search.
• Manage registration process of academic internship credits for students.
• Distribute employer and student evaluation forms.
• Provide accurate and up to date information about program policy in an easily accessible format.
• Maintain records and analyze data.

Faculty Supervisor:
• Determine from the department coordinator the conditions of student assignment (internship location, duration, work function and responsibilities).
• Accumulate a minimum of five (5) communications with the student during their intern experience. Meetings with the student should occur on at least three (3) separate occasions, one of which must be an on-site visit preferably around midterm (site visit scheduled by student), if the student’s experience occurs within a 100-mile radius of Millersville University.
• Complete mid-term on-site visitation responsibilities, including a rating/review of the student’s work performance and consultation with the student and their immediate employer supervisor.
• Collect all student assignments and evaluations, and, based on this material and student contact, determine and report the student’s grade at the end of the term.
• Whenever possible, initiate new or expanded contacts for the development of additional internship experiences.
• Whenever possible, assist the internship student with registration and other liaisons with campus offices.
Student:

- Advise Experiential Learning and Career Management of academic internship interest early in the term preceding the intended internship term. This also applies to any anticipated continuation of a current assignment for additional academic credit.
- Complete the agreement and the online orientation. These are the first two steps in securing an internship for credit.
- Read and understand program expectations as outlined in the credit-bearing internship handbook and orientation guidelines.
- Students of past internship assignments are expected to register for the appropriate internship course number if he/she accepts an assignment from the same employer of a previous work assignment.
- Internship job slots are reserved for registered internship students only. Credit will not be given to students who return to an internship job without registering through Experiential Learning and Career Management and the Registrar’s Office.
- Make all arrangements to register for the upcoming semester’s courses.
- Register and pay tuition for the appropriate internship course (which is designated by the department subject abbreviation) and credits.
- "XXXX" 300: Internship assignment giving initial exposure to departmentally-approved job assignment. (3-6 s.h.)
- "XXXX" 400: Internship assignment with increased work responsibility over the XXXX 300 Level. Prereq: XXXX 300 or equivalent. (3-6 s.h.)
- "XXXX" 500: Internship assignment with increased work responsibility over the XXXX 400 level. Prereq: XXXX 400 or equivalent. (3-6 s.h.) XXXX 500 may be repeated if the student chooses to do a fourth experience.
- There are some unique experiences where the student may earn up to 12 credits such as an internship that also includes seminars or is part of a global education experience.
- Along with registration for the internship course, the student must pay tuition and fees associated with the course credits.
- Conduct oneself in a professional, ethical manner on the job site; adhere to employer’s confidentiality policies. Conform to employer’s work schedule, office routine, etc.
- Complete contracted work period.
- Satisfactorily complete all academic requirements as stated in the credit-bearing internship handbook and registration session, and as requested by the academic department. This includes meeting with the faculty internship supervisor at least five (5) times (one being a meeting at the internship site scheduled by student), providing the faculty internship supervisor with the outcomes paper/portfolio at the end of term and emailing a copy to Experiential Learning and Career Management as well.
- Complete the student evaluation.
- Contact Experiential Learning and Career Management immediately or the faculty internship supervisor should any problems arise.
**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 during the semester (meeting at the internship site scheduled by student), if the student's experience occurs within a 100-mile radius of Millersville University.
- 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. The orientation provides an overview of the credit-bearing internship process, what tools and resources are available to undergraduate students seeking internships and what some of the general requirements are when you secure an internship for credit. 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 must be notified if it is an international internship.** Global Education has information sessions each semester that you must attend to gather all the necessary information and paperwork for an international internship.

**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.A.s. 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. Once you have completed Steps 1-2, please turn in ALL forms and continue to step 3.

*If you found an internship on your own, the employer must email the internship job description on company letterhead and it may be sent by the employer via email. The employer will need to confirm the name of the company, the address and list the name of your supervisor and her/his email and phone number. The internship site must be at a brick and mortar location (internship cannot be conducted out of an in-home business or virtually). Then follow step 7 to complete the credit-bearing internship process if you found an internship on your own and accepted the position and your department approved it.*
Step 3: Create Profile in Career Connection and Upload Your 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 Career Connection database. Other resources you may use are going directly to the employer's websites to search for internships, too. Or use employment search tools such as Indeed.com or GlassDoor.com 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 in Career Connection. 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 when you indicate to have the placeholder course dropped 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)
Experiential Learning & Career Management’s Outcomes Agreement

These checklists can help you keep track of your internship requirements and deadlines during the semester, so you’ll have your academic requirements successfully completed by the end of the term.

- 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 internship projects and tasks assigned
- Earn a favorable **employer evaluation** from your employer-internship supervisor (completed towards the end of the term) **Date:**
- Complete the **student evaluation** towards the end of the semester **Date:**
- 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 hours for CSCI majors) per semester. Consider using Microsoft Excel to track your hours as your faculty supervisor or employer supervisor may want to receive the hours log. [Hours vary per major – check ELCM’s web site under Internships; Quick Links; “Internship Coordinators & Min. Hours Required by Dept Lists”] **HRS:**
- Meet/communicate with your faculty internship supervisor at least, if not more than, five (5) times with one of these meetings being the employer site visit (as long as site is within 100 miles of MU). These “meetings” are initiated by you – it is your responsibility to contact your faculty supervisor to ask them how they want to have these meetings. They can be face-to-face, over the phone, or by email but YOU need to ask your faculty internship supervisor what method of communications they want to use. These “meetings” are to establish your **learning objectives, provide goal setting, guidance, supervision, and progress reports**
  - 1st mtg/planning: ______________________
  - 2nd mtg/review goals: ___________________
  - 3rd mtg/progress report ______________
  - 4th mtg/site visits: ____________________
  - 5th mtg/evaluations: __________________
- Complete the **outcomes paper/portfolio** by the Monday before finals week. *If your faculty internship supervisor requires you to submit your work on a DIFFERENT date, that will be the deadline of your assignment(s).* Email a copy of the paper to Experiential Learning and Career Management (careers@millersville.edu) and double check how your intern faculty supervisor wants to receive the paper-by email or in paper form. **Date:**
- Complete any additional departmental assignments *(if necessary)*
- If the paper or any of the above requirements are not met, your faculty internship supervisor may not award a grade for the internship credits

**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! careers@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?

**Like us on Facebook** for useful tips such as networking, job seeking, or interviewing… You may find us at … MillersvilleELCM

**Visit our web page,** too, for important resources and videos to make the best of your internship opportunity. http://www.millersville.edu/elcm/

**QUESTIONS?**
Contact 717-871-7655! or email at careers@millersville.edu
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/turin in to Experiential Learning and Career Management (ELCM) and your faculty internship supervisor the week 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 by your faculty internship supervisor 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.

Ms. Melissa Wardwell
Director, Experiential Learning & Career Management/
Deputy Title IX Coordinator
Huntingdon House
Millersville, PA 17551
717-871-7655
Melissa.Wardwell@millersville.edu

Mr. Robert Wood
Title IX Coordinator
Student Memorial Center 107B
Millersville, PA 17551
717-871-4100
Bob.Wood@millersville.edu
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 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?” Within a few minutes you will receive an email with your password that you can change once you are in Career Connection.

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 in the profile areas and click submit in the upper left area of the screen.

Once your profile and resume are submitted, a staff member will activate your account (usually happens within 24 hours during the work week). If you do this over the weekend, you will receive an email with your password when ELCM is back in the office (M-F; 7:30 am to 5:00 pm). Please make sure your credit-bearing internship agreement & request for credit-bearing internship forms are on file with ELCM so you may look for internships in the system. Review ELCM’s Internship page for more information on eligibility and the steps for seeking credit-bearing internships.

Step 2: Upload Your Resume

Please refer to the ELCM Resume Writing 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

Step 3: Search for Internships

- Once your credit-bearing internship agreement & request for credit-bearing internship forms are on file, you will be able to 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 careers@millersville.edu to schedule a seeking appointment with a counselor to review your selections.

ELCM is located in the Bedford House.
<table>
<thead>
<tr>
<th>Major/Department</th>
<th>Coordinator</th>
<th>Building</th>
<th>Min. Hrs for Internship (12-15 wks)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applied Engineering (ITEC course abbrev)</td>
<td>Mark Snyder</td>
<td>Osburn</td>
<td>150</td>
</tr>
<tr>
<td>African-American Studies (AFAM)</td>
<td>Rita Smith Wade-El</td>
<td>Byerly</td>
<td>225</td>
</tr>
<tr>
<td>Art (ART; portfolio)</td>
<td>Nancy Mata</td>
<td>Breidenstine</td>
<td>120</td>
</tr>
<tr>
<td>Biology (BIOL)</td>
<td>Aaron Haines</td>
<td>Caputo</td>
<td>120</td>
</tr>
<tr>
<td>Business Administration (BUAD)</td>
<td>Eric Blazer (ACCT, FIN, INTB)</td>
<td>McComsey</td>
<td>120</td>
</tr>
<tr>
<td>Business Administration (BUAD)</td>
<td>Behnam Nakhai (MGMT, MKTG)</td>
<td>McComsey</td>
<td>120</td>
</tr>
<tr>
<td>Chemistry (CHEM)</td>
<td>Jeremiah K.N. Mbindo</td>
<td>Caputo</td>
<td>120</td>
</tr>
<tr>
<td>Communication/Theatre (COMM or THEA) the &quot;outcomes paper&quot; deadline varies &amp; doing 1 or 2 papers varies per faculty supervisor, too</td>
<td>Thomas Boyle</td>
<td>Hash</td>
<td>120</td>
</tr>
<tr>
<td>Computer Science (CSCI)</td>
<td>David Hutchens</td>
<td>Caputo</td>
<td>225 3 crs; 450 4 crs</td>
</tr>
<tr>
<td>Earth Sciences (ESCI)</td>
<td>Ajoy Kumar</td>
<td>Nichols</td>
<td>225</td>
</tr>
<tr>
<td>Economics (ECON)</td>
<td>Ken Smith</td>
<td>McComsey</td>
<td>225</td>
</tr>
<tr>
<td>Early, Middle and Exceptional Education (ERCH, ECSP/Aaron Acres interns)</td>
<td>Rick Kerper</td>
<td>Stayer</td>
<td>225</td>
</tr>
<tr>
<td>Educational Foundations (EDFN)</td>
<td>Nakeiha Primus</td>
<td>Stayer</td>
<td>120</td>
</tr>
<tr>
<td>Emergency Management &amp; Hygiene (EHEM)</td>
<td>Sepe Yalda</td>
<td>Caputo</td>
<td>120</td>
</tr>
<tr>
<td>English (ENGL)</td>
<td>Caleb Corkery</td>
<td>Chryst</td>
<td>120</td>
</tr>
<tr>
<td>Entrepreneurship (ENTR)</td>
<td>Jeri Robinson &amp; Nancy Mata</td>
<td>Breidenstine</td>
<td>225</td>
</tr>
<tr>
<td>Foreign Languages (FREN GERM SPAN)</td>
<td>Susanne Nimmrichter</td>
<td>McComsey</td>
<td>120</td>
</tr>
<tr>
<td>Geography (GEOG)</td>
<td>Kathleen Schreiber</td>
<td>McComsey</td>
<td>180</td>
</tr>
<tr>
<td>Government (GOVT)</td>
<td>Charles Greenawalt</td>
<td>Fulton</td>
<td>180</td>
</tr>
<tr>
<td>History (HIST)</td>
<td>Ronald Frankum</td>
<td>McComsey</td>
<td>150</td>
</tr>
<tr>
<td>International Studies (INTL)</td>
<td>Kirsten Bookmiller</td>
<td>Fulton</td>
<td>225</td>
</tr>
<tr>
<td>Latina Studies (LATS)</td>
<td>Kim Mahaffy</td>
<td>Susquehanna</td>
<td>140</td>
</tr>
<tr>
<td>Mathematics (MATH)</td>
<td>James Fenwick</td>
<td>Wickersham</td>
<td>225</td>
</tr>
<tr>
<td>Multi-Disciplinary Studies (course abbrev. IS w/dept of internship site)</td>
<td>Bob Bookmiller</td>
<td>Fulton</td>
<td>225</td>
</tr>
<tr>
<td>Music (MUSI)</td>
<td>Barry Atticks</td>
<td>Byerly</td>
<td>225 3 crs; 450 5/6 crs</td>
</tr>
<tr>
<td>OSEH (OSEH; daily log)</td>
<td>Jack Ogutu</td>
<td>Osburn</td>
<td>225</td>
</tr>
<tr>
<td>Philosophy (PHIL)</td>
<td>Charles Ward</td>
<td>McComsey</td>
<td>140</td>
</tr>
<tr>
<td>Physics (PHYS)</td>
<td>Tariq Gilani</td>
<td>Caputo</td>
<td>225</td>
</tr>
<tr>
<td>Psychology (PSYC)</td>
<td>Rita Smith Wade-El</td>
<td>Byerly</td>
<td>180 3 crs; 240 4 crs; 300 5 crs; 360 6 crs</td>
</tr>
<tr>
<td>Social Work (SOWK)</td>
<td>Jennifer Frank</td>
<td>McComsey</td>
<td>225</td>
</tr>
<tr>
<td>Sociology/Anthropology (SOCY or ANTH)</td>
<td>Mary Glazier</td>
<td>McComsey</td>
<td>140</td>
</tr>
<tr>
<td>Wellness (WSSD)</td>
<td>Julie Lombardi</td>
<td>Pucillo</td>
<td>120</td>
</tr>
<tr>
<td>Women's Studies (WSTU)</td>
<td>Nivedita Bagchi</td>
<td>Fulton</td>
<td>225</td>
</tr>
</tbody>
</table>

BIOL, GOVT & MDST students must ask a faculty member from their major field of study to be their internship supervisor.  

3/10/2017
Internships are learning experiences that take place in a professional work setting rather than in a classroom. Credit-bearing internships are the result of partnerships between the University and employers in business, industry, government and community-based organizations. Students may participate in a credit-bearing internship locally, nationally or internationally.

A credit-bearing internship experience becomes part of the total learning experience, giving the student's academic program a sense of reality and relevance. As a result of the credit-bearing internship program, students in any major can receive professional experience, earn income and apply learned theories. Internships also provide opportunities for students to gain greater insight into their chosen career, allowing them to explore different professional environments and organizational cultures, providing them with the environment to learn how to interact with diverse personalities, and assisting them with strengthening or redirecting their career choices.

Sophomores and juniors are highly encouraged to take the first steps to find out more about credit-bearing internships by completing an online orientation through Experiential Learning and Career Management. In order to register an internship for academic credit, students complete paperwork with ELCM and obtain approval from the appropriate departmental faculty and school dean. Students must complete this registration process by the end of the drop/add period.

At the discretion of the department, a minimum of three (3) credits up to a maximum of twelve (12) credits (no more than maximum of four (4) internship experiences) may be counted in the major/minor or as electives toward normal graduation requirements. Additional credits will be counted over and above the normal graduation requirements. As with any course, there are academic requirements as well as appropriate tuition for each experience.
The Credit-Bearing Internship Program is optional for most Millersville University majors. Students must, however, meet the following minimum criteria for participation:

1. Be enrolled in a degree program at Millersville University (MU); declared a major and/or minor.
2. Transfer and second degree students must successfully complete 12 credits at MU.
3. New first-time, undergraduate students must successfully complete at least 24 credits at MU.
4. A minimum CGPA and major/minor GPA of at least 2.0 is required (departments may stipulate higher CGPA/major/minor GPA requirements).
5. Departments may have additional credit or course prerequisites.
6. Have approval from the appropriate academic department to participate.
7. All credit-bearing internship assignments must be approved by the appropriate College/School dean.

Program Requirements:

Students in Millersville University Credit-Bearing Internship Program earn academic credits for the internship experience. This means that the student must complete some minimum requirements in order to earn those credits:

1. Academic internships are generally completed for a minimum of 3 credits on campus or off campus.
2. Participation in a credit-bearing internship generally occurs over a period of 12 to 15 weeks during the fall, spring or summer terms for a minimum of 120 hours, or generally 40 hours per credit, unless otherwise approved by the department and College/School dean. Individual departments may require more hours for the internship experience. The focus is on learning and educational objectives, not the number of hours accrued at the employer site.
3. Internship credits will not be awarded retroactively for internship hours performed at an earlier time, meaning a student cannot complete an internship in summer and register it for internship credit for the following fall semester.
4. Students must pay tuition (including summer internships).
5. Students must earn a favorable evaluation from the employer.
6. Students must initiate and have a minimum of five (5) communications/meetings with the faculty internship supervisor establishing learning objectives, goal setting, providing progress reports and evaluating the experience. One of these communications/meetings should be a site visit as long as the company or organization is within 100 miles radius of Millersville University.
7. Departments and supervisors may require students to successfully complete and pass formative and summative assessments.
8. Complete any additional departmental assignments.
10. Graduation may be deferred in order to do an academic internship, but students cannot participate in a credit-bearing internship after graduation.