



A GUIDE TO CREDIT-BEARING INTERNSHIPS



Millersville University
STUDENT SUCCESS NETWORK

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DEFINITIONS AND GETTING STARTED

WHAT IS A CREDIT-BEARING INTERNSHIP AT MILLERSVILLE UNIVERSITY?

The credit-bearing internship program is a high-impact practice which supports the University's mission and is 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. At Millersville, students may earn a minimum of 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, and may be part-time or full-time, paid or unpaid. The opportunity to apply theory to practice is treated like any other academic course where students can earn credit toward graduation requirements.

DEFINITION OF AN INTERNSHIP

Student work and observation experiences go by several different names, including internships, co-ops, practicums, and externships. Sometimes it is 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).

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>



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. 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 outcomes or objectives.

To ensure that an experience is educational and thus eligible to be considered a legitimate internship by the NACE definition, Millersville University, along with NACE, recommends the following criteria 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 expectations, roles and responsibilities.
4. There are clearly defined learning objectives and goals related to the professional goals of the student's academic coursework.
5. There is supervision by a professional with expertise and an educational 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.

Typically, over 350 Millersville University students complete a credit-bearing internship annually. 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 a 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.

CAREER READINESS FOR THE NEW COLLEGE GRADUATE: A DEFINITION AND COMPETENCIES

CAREER COMPETENCIES

Career readiness of college graduates is of critical importance in higher education, in the labor market and in the public arena. Yet up until now, "career readiness" has been undefined, making it difficult for leaders in higher education, work force development, and public policy to work together effectively to ensure the career readiness of today's graduates.

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

Career and Self-Development: Proactively develop oneself and one's career through continual personal and professional learning, awareness of one's strengths and weaknesses, navigation of career opportunities, and networking to build relationships within and outside one's organization.

Communication: Clearly and effectively exchange information, ideas, facts and perspectives with persons inside and outside of an organization.

Critical Thinking: Identify and respond to needs based upon an understanding of situational context and logical analysis of relevant information.



WHAT IS CAREER READINESS?

Career readiness is a foundation from which to demonstrate requisite core competencies that broadly prepare the college-educated for success in the workplace and lifelong career management.

Equity and Inclusion: Demonstrate the awareness, attitude, knowledge and skills required to equitably engage and include people from different local and global cultures. Engage in antiracist practices that actively challenge the systems, structures and policies of racism.

Leadership: Recognize and capitalize on personal and team strengths to achieve organizational goals.

Professionalism: Knowing work environments differ greatly, understand and demonstrate effective work habits, and act in the interest of the larger community and workplace.

Teamwork: Build and maintain collaborative relationships to work effectively toward common goals, while appreciating diverse viewpoints and shared responsibilities.

Technology: Understand and leverage technologies ethically to enhance efficiencies, complete tasks and accomplish goals.

NACE's career readiness definition and list of competencies provide the foundation for those focused on ensuring the new college graduates have the skills necessary to enter and become part of a strong, productive workforce.

Not only does Experiential Learning and Career Management incorporate these eight competencies into the internship evaluations, we also integrate them into our workshops, programming and resume-building activities to prepare students for successful entry into the workforce.

ELIGIBILITY REQUIREMENTS:

Internship experiences are available to Millersville students who have

- ✓ *Minimum 2.0 major GPA and overall GPA; some departments require a 2.5;*
- ✓ *successfully earned 24 credits;*
- ✓ *transfer students, successfully earned 12 credits at Millersville;*
- ✓ *in the case of second-degree, undergraduate students, must have completed 12 credits at Millersville;*
- ✓ *declared a major and/or minor;*



BASIC FACTS ON CREDIT-BEARING INTERNSHIPS AT MILLERSVILLE UNIVERSITY

1. Students are not placed in internships. Students are encouraged to work with Experiential Learning and Career Management staff to search for internships. Students may seek internship opportunities on their own, using their network of friends, family, faculty members or other online resources.
2. Thousands of internship positions are available on [Handshake](#), Millersville University's comprehensive career-management platform.
3. **If you find an internship on your own, it may NOT be an in-home business.**
4. **For all international internships, please reach out to the International Programs and Services office for initial approval.**
5. All credit-bearing internships are completed for a minimum of three credits. A maximum of 12 internship credits may be earned towards degree requirements. Consult with your department for specific requirements.
6. Students are required to register and pay for the internship course just as they would for any other academic course for credit.
7. Students in all majors are eligible. As a first step, please schedule a meeting with your **department internship coordinator** to talk about your intentions for an internship, and bring your degree audit with you to see how it fits within your degree program.
8. Participation in an internship occurs over a period of 12 to 15 weeks; for a minimum of 10 to 30 hours per week, for a total of 120 to 450 hours per semester (hour requirements vary per major).
9. 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 graduation.
10. There may be flexibility in the beginning and end dates of an internship, however, students may only receive credit when enrolled for the internship course at the same time they are performing the internship.
Retroactive credit cannot be awarded.

DEADLINES

Deadlines to register for credit-bearing internships for the fall and spring semesters are the drop/add deadlines. Those dates tend to be ONE WEEK into the semester. The deadline for summer internship registration is June 1. You should begin the internship process at least six months before the semester in which you wish to complete the internship. Some employers have earlier internship deadlines—such as November for upcoming summer internships—so you may even consider starting your search a year out. Please note that you must pay for tuition for a credit-bearing internship.

INTERNSHIP PROCESS STEPS

HOW DOES A STUDENT FIND A CREDIT-BEARING, ACADEMIC INTERNSHIP?

The process of securing an internship opportunity and completing the registration process for the academic credit may take several weeks. Many employers search for interns at least eight months in advance. Do not wait until the last minute.

Before applying for internships, you will need to prepare your application materials. Some employers just request your resume to be sent. Others may request cover letters, writing samples, portfolios or transcripts. You may customize and tailor your materials to each position and upload them to Handshake. Use our [Resume Writing Guide](#) to create or update your resume. Connect with Experiential Learning and Career Management to get the process started and have your resume and cover letter polished for the postings.



Login to [Handshake](#) with your Millersville credentials, and then select Career Center - Experiences - Request an Experience. There are two steps in the process which must be completed in Handshake:

- Step 1: Major/Minor Department Approval of Request*
- Step 2: Report/Registration of Internship*

STEP 1: MAJOR/MINOR DEPARTMENT APPROVAL OF REQUEST

In this step you are requesting the department's approval of your eligibility to move forward with a credit-bearing internship. Before completing this step,

we encourage you to have a conversation with your department internship coordinator about how the internship credits will fit into your academic program. Please bring your degree audit to your meeting.

Select *Step 1: Major/Minor Department Approval of Request* from the drop-down options in Handshake Experiences. You will also review the policies and procedures of Millersville University's for-credit internship program. Please complete the required fields. If you have not yet secured an internship, enter "TBD" for Employer and Job Title. If you are unsure how to complete a field, enter "N/A". You will need to enter your [department internship coordinator](#) as the approver. Your request will be sent to the department internship coordinator for approval in order for you to proceed with the internship search or the report/registration process.

HOW TO CONDUCT YOUR INTERNSHIP SEARCH

Use the targeted search tools in [Handshake](#) to search for internships. You may also use the [Searching for Internships](#) web page for links to external job boards or [schedule an Internship Seeking appointment with a staff member.](#) Submit applications and employers will contact you directly to schedule an interview. Employers may conduct in-person, phone or virtual interviews.

If you have already found and accepted an internship on your own, the organization must be an established, legitimate business or nonprofit organization, as evidenced by having a physical location, website, history of offering paid employment, listed telephone number and tax ID number. Internships may not be in an in-home business, and international internships must first be approved through International Programs and Services (IPS).

Once you have secured an internship and have all the internship information (employer name, address, phone number, website URL, supervisor name, email address, phone number, start and end dates, internship title and job description, hours/week and pay rate), please complete *Step 2: Report/Registration of Internship*.

STEP 2: REPORT/REGISTRATION OF INTERNSHIP

In this step you will provide specific details about your internship for approval by your academic department. Select Step 2: Report/Registration of Internship. Complete all required fields, review the Expectations for Professional and Ethical Conduct for Millersville University Interns and the Internship Agreement—Academic Requirements. You will need to enter your [department internship coordinator](#) to start the approval process.

Once the form receives all the appropriate approvals, your internship course will be added to your academic record and degree audit. You will then be contacted by Experiential Learning and Career Management to attend a brief orientation session prior to or shortly after beginning your internship.

Students must pay tuition for registered credit-bearing internships as they would for any other credit-bearing course.



If you previously completed a credit-bearing internship and you want to receive credit for a second internship, you must complete Step 2: Report/Registration of Internship in Handshake. If your internship is at the same organization, your job description will need to reflect an increase in responsibilities or different responsibilities. Once approved, you will be emailed with dates to attend an orientation session.

ROLES AND RESPONSIBILITIES

Internship 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.
- Communicate and promote internship opportunities with students and faculty.
- Counsel students on appropriate internship experiences.
- After Step 2 (report/registration) is approved by your department, ELCM will process the registration form.
- Distribute employer and student evaluation forms through Handshake.
- Provide accurate and up-to-date information about program policy in an easily accessible format.
- Maintain internship records and analyze data.

FACULTY SUPERVISOR:

- Review the conditions of student assignment (internship location, duration, work function and responsibilities) through Handshake.
- Complete a minimum of five communications/meetings with the student intern establishing learning objectives, setting goals, providing progress reports and evaluating the experience. One of these communications or meetings should be an employment-site visit. **It is the student intern's responsibility to initiate meetings with the faculty supervisor and to schedule the site visit with the faculty and employer supervisors.**
- Provide academic mentorship and guidance for the student.
- Review 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 student with the Handshake internship process and other liaisons with campus offices.

STUDENT:

- It is never too early to start your internship search. Experiential Learning and Career Management recommends starting your search for an internship at least six months before the semester in which you wish to complete the internship. Sometimes internship deadlines may dictate you starting your search a year out (prestigious internships such as interning with NOAA or Governmental Agencies such as Homeland Security, etc.)
- As a first step, please schedule a meeting with your department internship coordinator to talk about your intentions for an internship and bring your degree audit with you to see how it fits within your program requirements.
- Credit will not be given to students who return to an internship position without registering through Experiential Learning and Career Management.
- Along with registration for the internship course, the student must pay tuition and fees associated with the internship course credits.
- 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.
- 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. This includes meeting with the faculty supervisor at least five times (one being a meeting at the internship site scheduled by student), providing the faculty supervisor with the outcomes paper/portfolio at the end of the term and emailing a copy to Experiential Learning and Career Management at careers@millersville.edu.
- Complete the student evaluation.
- Contact Experiential Learning and Career Management and the faculty internship supervisor immediately if any problems arise.

EMPLOYER:

- Provide student intern with a current, detailed job description of work tasks and projects to be performed prior to any student assignment.
- Organization is responsible for abiding by policies set by the U.S. Department of Labor regarding internship compensation.
- Provide training, mentoring and supervision for the intern.
- Provide a supervised learning experience that helps the student grow in their field.
- Encourage professionalism by assisting the intern in developing communication, interpersonal, decision-making and other skills. Provide opportunities for increased responsibility and new learning opportunities; keeping the intern directed toward accomplishing their 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. This meeting would take place at the internship site and is scheduled by the student if the student's experience occurs within a 100-mile radius of Millersville University.
- Prepare and return a final evaluation of the 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 functions.

DEPARTMENT INTERNSHIP COORDINATOR:

- Administer departmental internship program services to students.
- Collaborate with Experiential Learning and Career Management in matters pertaining to the internship program at Millersville University.
- Approve potential internship job sites in conjunction with Experiential Learning and Career Management.
- Establish departmental guidelines to direct daily operational procedures.
- Approve potential internship students who enter a candidate pool for a possible internship experience.
- Assign a faculty supervisor to a student matched with an employer in accordance with departmental and University policies. Complete and expedite requisite workflow (including regular load or overload assignment and determination of cost). The coordinator may maintain a departmental file on each student completing an internship assignment.
- Assist in the development and maintenance of a qualified student applicant pool through departmental communications to academic majors and faculty.
- Whenever possible, initiate new or expanded contacts for the development of additional internship experiences.

THE EXPERIENTIAL LEARNING/INTERNSHIP OUTCOMES PAPER

GUIDELINES:

1. The internship outcomes paper is a reflection of the internship experience. Expected length 8 to 10 pages (double spaced) in Times New Roman font no larger than 12 point. Maintain a journal or write about the experience in a weekly log. This will be very helpful as you write your paper.
2. Email/turn in a draft of your outcomes paper to your faculty supervisor for feedback. Make any necessary edits and have a second set of eyes look at it before attaching your final copy in Handshake.
3. Deadline: Last day of class UNLESS your faculty supervisor determines a different deadline; in this case, follow their deadline. Please inform ELCM if the deadline is extended.
4. Academic credit and grade (Satisfactory/Unsatisfactory) will not be processed by your faculty supervisor until the paper and evaluations are submitted in Handshake.

5. Complete the student evaluation online. This is the opportunity to provide constructive feedback on how to make the internship better. Be diplomatic. At mid-semester, the evaluation survey will be sent to your Millersville email address via Handshake.

As with any paper you submit for credit, it is expected that you adhere to correct grammatical guidelines. The content should address the following questions. Do not list the questions within the paper.

PART 1: HISTORY AND BACKGROUND OF THE COMPANY OR ORGANIZATION (1-2 PAGES)

Provide a description of the employing department and where it fits in the organizational structure of the business or agency. Describe what you perceive as the culture of the organization; this includes work environment, company mission, expectations and goals. Is it a casual workplace—not just with dress code, but possibly with limited rules and regulations? Are the employees working in a team-based environment, or is it more independent working?

PART 2: YOUR INTERNSHIP EXPERIENCE (ABOUT 5 PAGES; THE HEART OF YOUR PAPER)

1. Describe, in as much detail as you can, what the internship involved, how it is organized or supervised, and what the intern's role was within the organization. What were your responsibilities? Did your actual internship differ from the internship description you had prior to starting the internship? If so, how did it differ?
2. Describe your objectives and learning goals of the internship. Discuss if and how the objectives were achieved. Address your progression throughout the internship.
3. What prior skills did you use in the internship? List any new skills, knowledge or technology platforms acquired.
4. Describe the supervision provided. What kind of instruction, assistance and consultation did you receive? Did you have the opportunity to closely interact with coworkers? Were they helpful? Describe any opportunities such as networking or social/cultural events that were available to you as a result of this experience.
5. Describe the most outstanding event or 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?

6. Provide examples of coursework that relates to your internship. In what ways, if any, has your coursework prepared you for what was expected of you as an intern? Describe how the internship 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.

PART 3: REFLECTIONS ON YOUR INTERNSHIP EXPERIENCE (ABOUT 2 PAGES)

What insights have you gained regarding your field of study or profession? Identify and explain any personal or career decisions that you have made as a result of this experience. What impact did this experience have on your personal growth?

For Second, Third, Experiential Learning/Internship Experiences: Select a topic that is mutually agreed upon by the internship faculty supervisor and you. The topic should be an extension of your current learning experience. Remember, if you already completed an academic internship for credit and want to continue it for credit for another semester, you MUST complete Step 2 (report/registration) in Handshake and provide ELCM an updated job description showing increased responsibilities and/or different duties.



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
 - Email use
 - Internet use
 - Cell-phone use
 - Health and safety protocols
-
- 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 understand that permissible work absences include illness or other serious circumstances. Keeping pace with coursework or co-curricular activities are not legitimate excuses. You will be responsible for notifying 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 faculty supervisor and Experiential Learning and Career Management.

- If you experience an inappropriate 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

1. maintaining confidentiality regarding information accessed on any patients, clients, members, customers, employees, and products or services associated with the internship site;
2. reporting for the internship on time;
3. using appropriate written and oral expression in all interactions with all personnel, managers, supervisors, employees, the public and clients;
4. participating in any orientation or testing required by the internship site;
5. observing all established safety and sanitation codes;
6. engaging in positive, good, legal behavior;
7. accepting responsibility and accountability for decisions and actions taken while at the internship site; and
8. ensuring that all interactions with guests, patients, clients, members, customers, the public and fellow employees are conducted with dignity and respect towards every person.

SEXUAL MISCONDUCT 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 University policy, please see the [Sexual Misconduct Policy](#). The University prohibits any form of discrimination or harassment on the basis of sex, race, color, age, religion, national or ethnic origin, sexual orientation, gender identity or expression, pregnancy, marital or family status, medical condition, genetic information, veteran status, or disability in any decision regarding admissions, employment, or participation in a University program or activity in accordance with the letter and spirit of federal, state, and local non-discrimination and equal opportunity laws, such as Titles VI and VII of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, the Age Discrimination in Employment Act, the Americans with Disabilities Act and ADA Amendments Act, the Equal Pay Act, and the Pennsylvania Human Relations Act. The University also complies with the Jeanne Clery Disclosure of Campus Security Policy and Campus Crimes Statistics Act, as amended by the Violence Against Women Act (VAWA).

Title IX prohibits retaliation for asserting or otherwise participating in claims of sex discrimination. VAWA imposes additional duties on universities and colleges to investigate and respond to reports of sexual assault, stalking, and dating or domestic violence, and to publish policies and procedures related to the way these reports are handled. The University has designated the Title IX Coordinator with assistance of the Deputy Title IX Coordinators, to coordinate the University's compliance with Title IX and VAWA and to respond to reports of violations. The University has directed Lt. Art White to coordinate the University's compliance with the VAWA-related Clery reporting requirements.

The full text of the Final Rule and its extensive Preamble is available [here](#).
The text of Act 16 of 2019 is available [here](#).

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 that an incident of sexual harassment has occurred, ELCM requests students to report the incident as soon as possible by using the on-line report form which can be found at <https://www.millersville.edu/titleix/> or by contacting someone in ELCM directly. 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 members 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

- ELCM staff will provide reporting options and resources
- 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);
- removing the intern from their internship site; and
- removing the site and/or respondent from the approved list of internship partnerships.

Sexual Harassment is unwelcome conduct, on the basis of sex, that a reasonable person would determine is sufficiently severe, pervasive, and objectively offensive that it unreasonably interferes with, limits, or deprives an individual from participating in or benefitting from any educational, employment, social or residential program in offered connection with the University. For example, an Employee conditioning the provision of aid, benefit or service of the employer on an individual's participation in unwelcome sexual conduct.

The University prohibits all sexual misconduct violations, as defined in the Sexual Misconduct Policy. This prohibited conduct can affect all genders, gender identities and sexual orientations. Some of these prohibited forms of conduct may also be crimes under Pennsylvania or federal law. The term sexual misconduct includes:

- Dating Violence
- Domestic Violence
- Retaliation
- Sexual Assault
- Sexual Exploitation
- Sexual Harassment
- Stalking

SEXUAL MISCONDUCT POLICY AND PROCEDURES

The Millersville University credit-bearing internship program is intended to provide 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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MAKING THE MOST OF YOUR INTERNSHIP

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 relevant meetings/seminars/conferences, and ask for help if you are not getting enough guidance.
- **Know what you want or need** — Your confusion, boredom, or lack of information 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

- **Follow-up:** Thank your supervisor and any other mentors in the company for hosting you. Make sure you checkin 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 Experiential Learning and Career Management programs and events. These activities will provide you with the opportunities to practice your presentation and communication skills, allowing you to reflect critically upon, analyze and share your experiences with others in the University community.

Experiential Learning and Career Management (ELCM) provides student-centered career programs, experiences and learning opportunities to assist students in achieving personal and professional goals. The areas that make up Experiential Learning and Career Management (ELCM) are Internships (Experiential Learning), Career Services, Mentorship and Volunteer Central.

- **Internships:** A credit-bearing internship at Millersville University is a supervised opportunity to apply classroom theory to practice and is treated like any other academic course for which students are registered to earn credit toward graduation. Collaborative faculty supervision and mentorship from supervising professionals in the field complements classroom learning, helps students develop critical career readiness competencies, and expands the knowledge of their discipline in an intentional learning environment.
- **Career Services** 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 and job fairs and on-campus recruiting.
- **The Mentorship Office** is a centralized resource center for the Millersville University community, providing mentoring opportunities, guidance, support and recognition for Millersville mentoring relationships and programs. The mission of the Mentorship Office is to support current mentoring programs on campus by building their capacity to provide targeted and high-impact mentorship for students and to develop new opportunities for students not currently served by ongoing mentoring programs.
- **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 website, www.millersville.edu/elcm or call us at 717-871-7655. We pride ourselves on outstanding customer service so feel free to contact us.

MILLERSVILLE UNIVERSITY GOVERNANCE AND POLICIES

Academic Program: Undergraduate Studies CREDIT-BEARING INTERNSHIP PROGRAM

Effective: October 1997

Approved: October 1997

Reviewed: June 4, 2007 Deans' Council, Faculty

Senate Revised: September 23, 2015

Deans' Council, Faculty Senate

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 provides the opportunity 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 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 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.
9. Complete an evaluation/assessment of the academic internship experience.
10. Graduation may be deferred in order to do an academic internship, but students cannot participate in a credit-bearing internship after graduation.



Millersville University is an Equal Opportunity/Affirmative Action institution. Coordinators:
Services for Students with Disabilities—Dr. Sherlynn Bessick, Director, Office of Learning Services,
Lyle Hall, 717-871-5554; Title IX—Ms. Elizabeth Swantek, Title IX Coordinator, Student Memorial
Center, 717-871-4100—Ms. Diane Copenhaver, Executive Director of Human Resources,
Dilworth Building, 717-871-4950.

A Member of Pennsylvania's State System of Higher Education 8465-ELCM-0122-RD