



## Bellevue College – Center for Career Connections

### Academic Internship Program

Experiential Learning (EXPRL) 191/192/193:

Academic Internship Experience

## COURSE SYLLABUS

Bellevue College considers an internship to be a structured and supervised professional experience, within an approved agency, for which a student earns academic credit. It is guided by well-defined learning objectives and supervised by both academic and agency personnel.

**Instructor:** Laura McCray, Bellevue College Internship Coordinator

**Email:** [lmccray@bellevuecollege.edu](mailto:lmccray@bellevuecollege.edu)

**Phone:** (425) 564-4066

**Office:** B231G – 2<sup>nd</sup> floor of the “B” Building (Student Services)

**Course Location:** Internship site (assignments are turned in online) – See Timing of Registration & Assignments section below for more information.

**Academic Internship Program Web Site:** <http://bellevuecollege.edu/internships/sac.html>

**CONNECT! Web Site:** <https://bellevue-csm.symplicity.com/students/>

### COURSE DESCRIPTION AND GOALS

The academic requirements of this course are designed to complement your internship at an approved agency. The purpose of EXPRL 191, 192, and 193: Academic Internship Experience is to lead you through the academic internship experience. This course is guided by the Bellevue College Internship Coordinator, a Faculty Mentor, and an Agency Supervisor at the internship site. It is intended to assist with the integration of the work experience and academic goals. The class has continuous enrollment, so you can register at almost any time during the year. A maximum of 15 credits can be completed during your education at Bellevue College. The number of credits you can receive each quarter depends on the total number of hours you work at the internship:

- 2 credits = 100 hours
- 3 credits = 150 hours
- 4 credits = 200 hours
- 5 credits = 250 hours

### COURSE PREREQUISITES

You are required to attend an individual pre-internship meeting with the Bellevue College Internship Coordinator (Laura McCray). You must have secured an approved internship within a company, community-based organization, or governmental agency in order to register for the course.

### COURSE EXPECTATIONS

This course helps prepare you for entry into the workforce. Just as an employer would, we expect you to be prompt, take responsibility, and communicate. You should read this entire syllabus and ask any questions *before* the internship begins. The Internship Coordinator will assign due dates for your assignments, which you can view in the **My Internships** section of CONNECT! **If you cannot turn in your assignments on time, you need to communicate with the Internship Coordinator in advance of the deadline. You will be responsible for setting up appointments with your Faculty Mentor. The Internship Coordinator will not contact you to make sure you're completing your assignments – this is your responsibility.** You will receive a letter grade for this class.

## FACULTY MENTOR

Upon registering, you will select a faculty member (subject to approval) to act as your Faculty Mentor. Faculty Mentors help guide your experience and provide support in meeting the academic requirements for the course. Faculty Mentors meet with you 3 times during your internship.

1. At the beginning of the internship to help write and/or give feedback on an Overall Goal Statement and Three Learning Objectives (described later in this packet). This meeting may be by phone or via email, and the mentor should email the Internship Coordinator after the meeting has occurred.
2. At the mid-way point of the internship to discuss the Mid-internship Reflection Questions and give guidance on writing the Final Internship Portfolio (described later in this packet). This meeting may be by phone or via email, and the mentor should email the Internship Coordinator after the meeting has occurred.
3. At the Final Presentation Meeting (described later in this packet) at the end of the internship to offer feedback and advice to you.

You are welcome to request that a particular Bellevue College faculty member be your mentor. In fact, it works best if you select someone that you already know (such as an instructor from whom you've taken a class). The faculty member should be someone in your field of interest. This gives you a contact at Bellevue College with some knowledge about what you're doing in the internship. You can ask the mentor for advice and/or get feedback. This is an opportunity to develop a professional relationship with an instructor, which can lead to professional networking and even a professional recommendation. If you don't have a particular faculty mentor in mind that you would like to work with, the Internship Coordinator can appoint one for you.

## TURNING IN ASSIGNMENTS & VIEWING ASSIGNMENT DUE DATES

You will need an account on our internship website, CONNECT! If you do not already have an account, please create one: <https://bellevue-csm.symplicity.com/students/> - Click the Register button on the right side of the screen. The web site is free and you can also use it to search for jobs and internships.

All assignments except for the timesheet and employer evaluation can be uploaded to the **My Documents** tab in CONNECT! You must fill out all of the required fields on the **My Profile** tab before you can access the My Documents tab. *Each time you submit an assignment, please also email the Internship Coordinator at [lmccray@bellevuecollege.edu](mailto:lmccray@bellevuecollege.edu).*

You can also view/edit your internship details by clicking on the **My Internships** quick link from the home page of CONNECT! This is where you can enter internship details, such as the name of the company, the number of hours you will work, how much you will get paid, etc. The Internship Coordinator will enter information about course registration, assignment due dates, grades, etc. At the end of your internship you will need to complete the Student Internship Evaluation and Student Self-Evaluation, which are the 2<sup>nd</sup> and 3<sup>rd</sup> tabs in the **My Internships** area.

If you have any questions about how to find the **My Internships** section or use CONNECT!, please contact the Internship Coordinator at [lmccray@bellevuecollege.edu](mailto:lmccray@bellevuecollege.edu) or (425) 564-4066.

## SUMMARY OF ASSIGNMENTS

1. **Before you begin the internship**, you will develop an internship learning plan which includes an overall goal statement and three learning objectives. You will share this with your Faculty Mentor & Internship Supervisor (the employer) and upload the final product to your CONNECT! account.
2. **Halfway through the internship**, you will write a one-page mid-internship reflection paper, which you will also share with your Faculty Mentor and upload to your CONNECT! account.
3. **After you've completed your internship**, you will write a four-page (double-spaced) paper which reflects upon your experience, makes connections between the classroom and the workplace, and explains how the internship affected your career plans.

### You will also be required to:

4. Combine all three assignments in an internship portfolio, along with a) a timesheet signed by your supervisor, b) a brief description of your internship duties, and c) a problem/action/result statement. This portfolio is a great showcase of your accomplishments, and it's a great way to summarize your experience for potential employers.
5. Have your employer mail, fax, or email the Employer Evaluation form to the Internship Coordinator.
6. Fill out an evaluation form in the My Internships section of CONNECT! (the online internship management website).
7. Give an informal presentation (based on the portfolio) to the Internship Coordinator and your Faculty Mentor. You will then be issued a letter grade.

## DETAILED DESCRIPTION OF COURSE ASSIGNMENTS

### 1) Overall Goal Statement and Three Learning Objectives:

At the START of your internship it is important for you to develop three well defined objectives for your work. Each objective should include what you will attempt to learn, what activities you will undertake to do so, and how you will evaluate whether these activities have been completed. It is important that you collaborate with your Faculty Mentor when writing these objectives. You must also share these objectives with you Internship Supervisor (your employer). A worksheet is provided in this packet to help you with this writing assignment.

***\*\*See the My Internships area in CONNECT! for information about this assignment's due date.\*\****

### 2) Mid-Internship Reflection Questions:

Midway through your internship you will be asked to reflect on the progress of your internship by answering the following questions (typed, double spaced). You will also discuss these reflections with your Faculty Mentor and make any necessary revisions. You should devote at least a paragraph (with a minimum of three sentences) to each question:

1. Briefly describe your role as an intern.
2. In what way is your role as an intern similar or different to your expectations?
3. Please re-state your learning objectives and write what actions have you taken to start meeting your learning objectives.
4. What skills have you had to refine or develop to perform your internship (e.g. interpersonal communication, negotiation, writing, computer skills or programs)?
5. What have you learned in class that has helped you in your internship?
6. What has been the most rewarding aspect of you internship so far; what has been the most difficult aspect?
7. As you think about finishing your internship, have your objectives changed or have you added new ones since the start of your internship? Please explain.

***\*\*See the My Internships area in CONNECT! for information about this assignment's due date.\*\****

### 3) Final Internship Portfolio

At the end of your internship, you are required to create a final internship portfolio to articulate to an outside audience the scope and responsibilities of your internship, as well as the outcomes. It is intended to show how the work you did was important to the organization, how your internship prepared you for a career, and how your academic study supported your ability to perform well in the internship.

Your Final Internship Portfolio should include:

1. Your overall goal statement and three internship learning objectives.
2. Your mid-internship reflection paper.
3. A one-page, double-spaced description of your job.
4. A problem/action/result statement that explains one problem that you encountered during your internship, the actions that you took to solve the problem, and the result of your actions (see example provided in this packet).
5. A four-page, double-spaced final paper (see below).
6. A completed employer evaluation (form provided in this packet).
7. You also need to be sure to fill out the student evaluations in CONNECT! before submitting your final portfolio. This includes the Student Internship Evaluation and Student Self-Evaluation, which are the 2<sup>nd</sup> and 3<sup>rd</sup> tabs in the My Internship area. If you have any questions about how to use the My Internships portion of CONNECT!, please contact the Internship Coordinator at [lmccray@bellevuecollege.edu](mailto:lmccray@bellevuecollege.edu).

Be creative! – You may add other items as you see fit. The portfolio is intended to help you explore your career, be useful to you in looking for a future job or internship, and show the connections between your academics and your internship.

In your final paper, you should reflect on your internship experience and answer the following questions:

1. Describe your three learning objectives.
2. What steps were you able to take to accomplish them, and how well were each accomplished?
3. What duties did you like the most in your internship; what did you like the least?
4. What new skills and knowledge have you acquired?
5. What skills and knowledge from your classes or activities at Bellevue College were you able to use in the internship?
6. What skills and knowledge did you gain from the internship that you will be able to use in your classes at Bellevue College?
7. How has this experience affected your academic and/or career plans?

**\*\*See the My Internships area in CONNECT! for information about this assignment's due date.\*\***

### 4) Final Presentation Meeting

Once you have finished your internship and completed your final portfolio, an internship presentation meeting will be held. This meeting is an informal presentation designed for you to present your paper and share your experience with your Faculty Mentor, the Internship Coordinator and your internship supervisor (if possible). At the meeting, you will be asked to share your internship experience, review your portfolio, and verbally answer the questions you wrote about in your final internship paper. Please also bring any samples of your work you would like to share. You are responsible for coordinating with your Faculty Mentor and internship supervisor (if possible) in setting up this meeting. Call (425) 564-2279 to schedule the appointment.

**\*\*See the My Internships area in CONNECT! for information about this assignment's due date.\*\***

## TIMING OF REGISTRATION & ASSIGNMENTS

The Bellevue College Academic Internship Program does continuous registration, meaning you can register for the course almost any time during the year. Therefore, the assignment due dates will be different for each person. In general, the due dates are as follows:

Overall Goal Statement and Three Learning Objectives: Due BEFORE your internship begins

Mid-Internship Reflection Questions: Due HALFWAY through your internship

Final Portfolio & Presentation: Due within 2 or 3 weeks AFTER your internship has finished

Internships also vary in length, so the amount of time it takes to complete the process will vary for each person. We will give you two quarters to complete the requirements. For example, if you start during Winter quarter, you have until the end of Spring quarter to finish. If you have not finished by the end of Winter quarter, you will receive an incomplete grade (Y), which will be changed to a letter grade as soon as you have completed all of the course requirements. If you have any difficulty completing the internship or the assignments, make *sure to communicate with the Internship Coordinator in advance!*

## GRADING

You will receive a letter grade for this course. Your assignments will be evaluated on: content, clarity of expression, and organization.

|                                  |                   |
|----------------------------------|-------------------|
| Internship Learning Plan:        | 20 points         |
| Mid-Internship Questions:        | 15 points         |
| Problem/Action/Result Statement: | 10 points         |
| Internship Job Description:      | 5 points          |
| Final Paper:                     | 40 points         |
| Final Presentation:              | 10 points         |
| <b>Total:</b>                    | <b>100 points</b> |

**Letter grades:** 90+ more points=A; 80-89 points=B; 70-79 points=C; 60-69 points=D; 50-59 points=F

## COURSE COMPLETION CHECKLIST

Upload the following documents to the My Documents tab in CONNECT!

- Overall Goal Statement / Learning Objectives
- Mid-Internship reflection paper
- Final Paper
- Job Description
- Problem/Action/Result Statement

Also make sure to complete the following:

- Final Presentation Meeting (call 425-564-2279 to schedule)
- Timesheet (included in your portfolio)
- Student Evaluation Forms (in the My Internships section of CONNECT!)
- Employer Evaluation Form (completed your supervisor and mailed, faxed, or emailed to the Internship Coordinator)

## MAKING THE MOST OUT OF YOUR INTERNSHIP

### Share Your Learning Objectives...

Once you've landed an internship, the next thing you want to think about is how to make the most out of your experience. We require that you share your first assignment (learning objectives) with your employer. This will help start a conversation about what your internship will and will not include, and it will ensure that you and your employer are on the same page. One of the biggest problems many interns encounter is finding out that their expectations do not match their employer's. Having this conversation at the beginning of your internship is your #1 way to ensure a good experience.

### Other Ways to Make the Most Out of Your Experience...

- **Have a good attitude** – You'd be surprised at what a big impact this can have on your experience. Your employer will pick up on your attitude, and if you're feeling negative, they may not be as inclined to take you under their wing and show you how things work.
- **Ask lots of questions** – But be careful that you're not using up too much of your employer's time!
- **Talk to people!** – Socializing (aka: networking) is very important. This is your opportunity to make connections that could pay off for you in the future when you're looking for a job. It's also a great way to learn things that you wouldn't have learned if you silently went about your work and didn't interact with people.
- **Be proactive** – If you show that you are highly motivated and take initiative on projects, you are more likely to set a good impression with your employer. Remember, many interns get hired after their internship is over, showing initiative helps you get noticed as a valuable team player.
- **Demonstrate all of the qualities of a good worker** – Even if your employer doesn't hire you after the internship, they may act as a reference or they may have information about other jobs. Your internship is a kind of test, and you never know what it can lead to.

### Recommended Reading

*The Intern Files: How to Get, Keep, and Make the Most of Your Internship*, by Jamie Fedorko (Author), Dwight Allott (Illustrator)

### 21st Century Skills...

Employers have identified the skills that are necessary for success in the 21st Century. Read this list carefully and think about whether or not you exhibit these qualities.

**Themes:** Global awareness, civic literacy, health literacy, financial/economic/business and entrepreneurial literacy

**Learning & Innovation Skills:** Creativity & innovation, critical thinking & problem solving, communication & collaboration

**Information, Media and Technology Skills:** Information literacy, media literacy, ICT (Information, Communications and Technology) literacy

**Life and Career Skills:** Flexibility & adaptability, initiative & self-direction, social & cross-cultural skills, productivity & accountability, leadership & responsibility

## STUDENTS WITH DISABILITIES

Students with disabilities who have accommodation needs are required to meet with the Director of the Disability Resource Center (in Room B132) to establish their eligibility for accommodation. In addition, students are encouraged to review their accommodation requirements with each instructor during the first week of the quarter. The Disability Resource Center phone number is (425) 564-2498 or TTY (425) 564-4110.



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## LEARNING OBJECTIVES WORKSHEET

Please work with your Faculty Mentor to complete three learning objectives, and then share the final product with your employer. You can use the following questions to help you create your objectives. You must have at least THREE learning objectives.

**1) BRAINSTORM:** Brainstorm three learning objectives, but don't think for too long. Just write what comes to your mind first. Some things to consider: Why do you want an internship? Overall, what do you hope to gain from your internship? What specific skills do you hope to learn? What kind of communication/interpersonal skills do you hope to gain? What other work skills do you hope to gain?

Objective 1: \_\_\_\_\_

Objective 2: \_\_\_\_\_

Objective 3: \_\_\_\_\_

**2) GO INTO DETAIL:** For each of the objectives above, specify the outcomes you expect and actions you will take to meet these objectives. To help you, answer the following questions **for each of your objectives**. You will need to write the answers on another piece of paper.

a) Describe specifically what you would like to KNOW or be able to DO by the end of your internship.

b) What specific ACTIONS will you employ in order to LEARN this?

c) How will you and others know you've accomplished this objective (be specific)?

**3) RESTATE YOUR LEARNING OBJECTIVES:** Now, pull it all together. Formulate three final objectives (goals) which reflect your expectations and sound better to you.

Objective 1: \_\_\_\_\_

Objective 2: \_\_\_\_\_

Objective 3: \_\_\_\_\_

**4) WHY:** Describe why these learning objectives are important to you. If it's not important to you, try brainstorming again.

Objective 1: \_\_\_\_\_

Objective 2: \_\_\_\_\_

Objective 3: \_\_\_\_\_



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## LEARNING OBJECTIVES – EXAMPLE

### 1) BRAINSTORM:

1. I want to get work experience which will help me to get a job as a Marketing Manager.
2. I want to learn the peculiarities of the job, to become a professional.
3. I want to earn some money being in this internship.

### 2) GO INTO DETAIL:

Objective 1: I want to get work experience which will help me to get a job as a Marketing Manager.

**a) Describe specifically what you would like to KNOW or be able to DO by the end of your internship.**  
I would like to know how to develop a simple professional marketing plan.

**b) What specific ACTIONS will you employ in order to LEARN this?**

Participate in marketing department weekly meetings; assist the professional marketing staff with duties as assigned to complete a marketing plan that they are developing; look for and study examples of past marketing plans that the staff has completed, so I can see what was involved.

**c) How will you and others know you've accomplished this objective (be specific)?**

I will know that I have achieved this when I can identify the key components of a marketing plan; articulate the information that needs to be gathered and from whom; and explain how to put all the parts together into a professional marketing plan format. My supervisor and my Bellevue College Faculty Mentor will check my marketing plan for any problems and evaluate my plan.

### 3) RESTATE YOUR LEARNING OBJECTIVES:

Old Objective: I want to get work experience which will help me to get a job as a Marketing Manager.

New Objective: I will learn how to develop a professional marketing plan by participating in marketing department weekly meetings; reviewing a marketing plan that has already been developed for the company; and working with the professional marketing staff on assignments for a professional marketing plan they are developing. I will know that I have achieved this when I can identify the key components of a marketing plan; articulate the information that needs to be gathered and from whom; and explain how to put all the parts together into a professional marketing plan format. My supervisor at the internship and my Bellevue College Faculty Mentor will evaluate my plan.

### 4) WHY?:

My dream is to own my own business and marketing is a critical part of a successful company. My major is Business and I have learned a great deal about marketing in my classes, but I want to actually see how it is done within a specific company.



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## PROBLEM / ACTION / RESULT – EXAMPLE

### Problem or Situation Encountered:

As I was working with files from clients, I noticed problems with some customer's software licenses (licenses are like contracts that customers sign). Some licenses were missing, and others were very old and out of date.

### Actions:

I brought this to my manager's attention and he asked me to do a complete review of all customer's and dealer's software licenses. To do this I created a spreadsheet using Excel that was arranged alphabetically by customer name. The spreadsheet showed each license agreement that was currently in the file, the date of issue, and what software they were currently using. This information was then compared against the computer database of records to look for discrepancies. When discrepancies were found, it was necessary to look at each customer or dealer's license and decide on the best course of action. In some cases, a new license needed to be issued and signed and in other cases nothing needed to be done.

### Result:

Potential licensing concerns were identified and dealt with before they became a real problem. The survey spreadsheet also proved to be helpful in tracking current customer licensing, and helping to assure that new licensing problems did not occur. We also changed the procedure that we used for new clients so their files had accurate information.





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## EMPLOYER EVALUATION OF THE STUDENT

Please complete this evaluation of the intern's performance. If you have an account on CONNECT (our job and internship posting site), you can complete this evaluation online – just click on the 'My Interns' tab.

**Please complete this form and submit it to:**

The Academic Internship Program, Center for Career Connections, Bellevue College  
3000 Landerholm Circle SE, B231, Bellevue, WA 98007-6484  
[career@bellevuecollege.edu](mailto:career@bellevuecollege.edu) or Fax (425) 564-2230

**If you have any questions about the Academic Internship Program, please contact:**  
Laura McCray, Internship Coordinator, [lmccray@bellevuecollege.edu](mailto:lmccray@bellevuecollege.edu) or (425) 564-4066

Intern's Name: \_\_\_\_\_

Intern's Title: \_\_\_\_\_

Dates of Internship Completion: \_\_\_\_\_

Company Name: \_\_\_\_\_

Supervisor's Name: \_\_\_\_\_

Supervisor's Title: \_\_\_\_\_

Supervisor's Email: \_\_\_\_\_

Supervisor's Phone: \_\_\_\_\_

**Scale:** 4=Very Good 3=Good 2=Average 1=Needs Improvement

#### Attitudes towards Work

4 3 2 1

Uses time effectively

Keeps busy, looks for work to do

Looks for ways to improve, is alert to new methods

**Job Learning / Skill Improvement**

4 3 2 1

- Works independently
- Shows continual improvement and speed in completing work
- Exhibits adequate knowledge learned in tasks
- Learns with ease, understands work and responsibilities

**Relations with Others**

4 3 2 1

- Cooperates with supervisors, is respectful
- Works well with others, shares in workload
- Accepts suggestions
- Is courteous and helpful with public / customers

**Quality of Work**

4 3 2 1

- Completes job in minimum time
- Able to follow and understand directions
- Is accurate and careful in work
- Will ask questions when needed
- Can adapt to working conditions, is flexible
- Uses care with equipment and materials
- Applies creativity to his/her work

**Attendance**

4 3 2 1

- Alerts supervisor if absent or late for work
- Plans ahead to rearrange work schedule
- Is on time to work, remains until required hours are completed

**Appearance**

4 3 2 1

- Dresses appropriately for job setting
- Exhibits cleanliness and proper appearance

**Over-all Performance:** Very Good  Good  Average  Needs Improvement

**1. Did the student have the skills necessary to complete the internship?**

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**2. Would you recommend this student for employment? Why or why not?**

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**3. Please share with us any skills or instructional areas where you feel the student was lacking or could have improved, as well as areas the student was able to excel:**

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**4. Additional comments:**

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**5. Has this evaluation been discussed with the student?** Yes  No

**6. May we share this evaluation with the student?** Yes  No

**7. May we contact you in the future about internship placements?** Yes  No

**Supervisor's Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Internship Coordinator's Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Thank you for your time!**