



Experiential Learning (EXPRL) 191, 192 & 193 Academic Internship Experience

COURSE SYLLABUS & REQUIRED FORMS

BCC 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, BCC Internship Coordinator

Contact Info: lmccray@bellevuecollege.edu or (425) 564-4066.

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 BCC 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. It can be taken for variable credit (2-5) with 50 work hours per credit hour to be completed at the internship site. 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 Community College.

COURSE PREREQUISITES

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

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.
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.
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 BCC 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 BCC 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 COURSE DETAILS ONLINE

You should have an account on our internship website, CONNECT. If you do not already have an account, please create one: <https://bellevue-csm.symlicity.com/students/>

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. If for some reason you are unable to access CONNECT, or if you need help with the site, please contact the Internship Coordinator at lmccray@bellevuecollege.edu.

You can also view 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. If you have any questions or concerns about the information in the My Internships area, please contact the Internship Coordinator at lmccray@bellevuecollege.edu.

COURSE EXPECTATIONS

You will be required to:

1. Develop an internship learning plan which includes: An overall goal statement and three learning objectives.
2. Submit mid-internship reflection questions to both a Faculty Mentor and the BCC Internship Coordinator.
3. Create a final internship portfolio that includes the goals & objectives, the mid-internship reflection paper, a final paper, a job description, and a Problem/Action/Result statement. The final paper must be four pages, double-spaced.
4. Give an informal final presentation (based on the portfolio) to the Internship Coordinator, the Faculty Mentor, and the internship site supervisor, if possible.
5. Submit an internship timesheet signed by both the student and the site supervisor.
6. Submit a completed student evaluation form.
7. Have the supervisor complete and send (mail, fax or e-mail) an employer evaluation form.

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 this process is done in collaboration with your Faculty Mentor. A worksheet is provided in this packet to help you with this writing assignment.

See the My Internships tab 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 your 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 tab 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 student evaluation. The form is provided in this packet, or you may fill out the online version in CONNECT.
7. A completed employer evaluation (form provided in this packet).
8. 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 BCC 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 BCC?

7. How has this experience affected your academic and/or career plans?

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

TIMING

The BCC 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 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
Total:	100 points

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



LEARNING OBJECTIVES WORKSHEET

Please work with your Faculty Mentor to complete three learning objectives answering the following questions for each objective. You must have THREE learning objectives.

1) BRAINSTORM: Brainstorm three learning objectives, but don't think for too long. Just write what comes to your mind first. To help, answer these questions: Why do you want an internship? Overall, what do you hope to gain from your internship?

2) GO INTO DETAIL: Specify the outcomes you expect and actions you will take to achieve this outcome. To do this, answer the following questions:

a) Describe what it is you would like to KNOW or be able to DO by the end of your internship, and be specific.

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

Action 1:

Action 2:

Action 3:

Action 4:

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 objectives (goals) which reflect your expectations and sound better to you.

4) WHY: Describe why this learning objective is important to you. If it's not important to you, try brainstorming again.



LEARNING OBJECTIVES – EXAMPLE

1) BRAINSTORM: Brainstorm three learning objectives, but don't think for too long. Just write what comes to your mind first. To help, answer these questions: Why do you want an internship? Overall, what do you hope to gain from your internship?

1. I want to get a working 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: Specify the outcomes you expect and actions you will take to achieve this outcome. To do this, answer the following questions:

a) Describe what it is you would like to KNOW or be able to DO by the end of your internship, and be specific.

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?

Action 1: Participate in marketing department weekly meetings.

Action 2: Assist the professional marketing staff with duties as assigned to complete a marketing plan that they are developing

Action 3: Assist the professional marketing staff with duties as assigned to complete a marketing plan that they are developing

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 instructor at BCC will check my marketing plan for any problems and evaluate my plan.

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

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 work 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 BCC Internship Coordinator will evaluate my plan.

4) WHY: Describe why this learning objective is important to you. If it's not important to you, try brainstorming again.

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 company.



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 decided that it was necessary 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. 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.



**ACADEMIC INTERNSHIP PROGRAM
TRAINING AGREEMENT**

This agreement, to be signed by the employer, the student, and the Internship Program Coordinator, is assurance that the participating student will gain quality on-the-job experience that may be awarded college credit.

To be completed by the EMPLOYER:

Name of company where the student will work: _____

Supervisor's Name (Must be an employee of the company. Please print.):

Supervisor's Email: _____

Supervisor's Phone: _____

Company Address: _____

Fax: _____

Student's Working Title: _____

Internship Start Date: _____

Internship End Date: _____

Total number of hours to be worked (Must be 100 hours minimum.): _____

Approximate days & hours to be worked: _____

Is Internship paid or unpaid? _____

If paid, please note the rate of pay or stipend amount: _____

The following will be considered regular work duties of the intern:

Training Agreement:

It is understood that the internship is temporary and the employer is under no obligation to continue the internship or make any offer of permanent employment to the student following the last day of scheduled employment indicated above. Any agreement to continue on at the employer after the date stated above is a negotiation between the student and the employer. The employer or student may terminate the agreement at any time. Please contact the BCC Academic Internship Program at 425-564-2279 if you wish to terminate the agreement before the date stated above.

The employer reserves the right to discharge the student for just cause. However, when the student is placed by the College, the College requests that the employer consults with the Internship Program and the student prior to such action. The College may also terminate the agreement if the training station no longer accommodates educational requirements after a consultation with the employer and student. If the internship is paid, the employer will pay the student at least the hourly minimum wage as established by the U. S. Department of Labor or the Washington State Department of Labor and Industries. Unpaid positions are exempt from this requirement; however, the employer needs to verify that the student has shown proof of registration for the Academic Internship Experience course (EXPL 191, 192, or 193). The employer shall place the student in the same employment status as that of comparable employees with regard to Social Security, the Industrial Insurance Act, and compliance with labor laws, where applicable, and shall not displace a regular employee. Appropriate safety instruction will be provided by the employer. The employer shall evaluate the student in writing on a form supplied by the College during the quarter the student receives experiential learning credits.

Discrimination Clause: The above employer does not discriminate on the basis of race or ethnicity; color; national origin; sex; marital status; sexual orientation; age; religion or creed; the presence of any sensory, mental, or physical disability; or veteran status.

Employer Signature: _____

Date: _____

To be completed by the STUDENT:

I agree to work as shown above to meet the established learning objectives and course objectives of the BCC Academic Internship Program. I will keep the Internship Coordinator informed of any change in my work or school status. I realize that if placed in an internship position by the college, I may not be able to file an unemployment claim against my employer at the end of the placement.

Student's Name: _____

Student's Email: _____

Student's Phone: _____

Student ID: _____

Student's Signature: _____

Date: _____

To be completed by the INTERNSHIP COORDINATOR:

BCC Internship Coordinator Signature: _____

Date: _____

Please complete this form and submit it to:

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

If you have any questions about the BCC Academic Internship Program, please contact:

Laura McCray, Internship Coordinator, lmccray@bellevuecollege.edu or (425) 564-4066



ACADEMIC INTERNSHIP PROGRAM STUDENT EVALUATION

Please complete this form at the end of your internship experience. **You may also fill this form out electronically in CONNECT** or you may print it and return it to:

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

Student Name: _____ Internship Title: _____

Company Name: _____

Supervisor's Name: _____ Title: _____

E-mail: _____ Phone: _____

Please answer the following questions. It is important that you give an honest evaluation of your experience. Your input is important and will help us to monitor and continually improve the quality of the Internship Program. Thank you!

1. How would you rate the overall quality of your internship experience:	EXCELLENT <input type="checkbox"/>	GOOD <input type="checkbox"/>	FAIR <input type="checkbox"/>	POOR <input type="checkbox"/>
2. How relevant was your internship to your field of study?	VERY RELEVANT <input type="checkbox"/>	RELEVANT <input type="checkbox"/>	SOMEWHAT RELEVANT <input type="checkbox"/>	NOT RELEVANT <input type="checkbox"/>
3. How useful were your learning objectives in guiding your internship?	VERY USEFUL <input type="checkbox"/>	USEFUL <input type="checkbox"/>	SOMEWHAT USEFUL <input type="checkbox"/>	NOT USEFUL <input type="checkbox"/>
4. How HELPFUL was your internship experience in the following areas:				
a. Making classroom theory more relevant:	VERY HELPFUL <input type="checkbox"/>	HELPFUL <input type="checkbox"/>	SOMEWHAT HELPFUL <input type="checkbox"/>	NOT HELPFUL <input type="checkbox"/>
b. Improving technical skills:	VERY HELPFUL <input type="checkbox"/>	HELPFUL <input type="checkbox"/>	SOMEWHAT HELPFUL <input type="checkbox"/>	NOT HELPFUL <input type="checkbox"/>
c. Learning human relations and communications skills:	VERY HELPFUL <input type="checkbox"/>	HELPFUL <input type="checkbox"/>	SOMEWHAT HELPFUL <input type="checkbox"/>	NOT HELPFUL <input type="checkbox"/>
d. Building a close connection with a faculty member:	VERY HELPFUL <input type="checkbox"/>	HELPFUL <input type="checkbox"/>	SOMEWHAT HELPFUL <input type="checkbox"/>	NOT HELPFUL <input type="checkbox"/>
e. Providing an opportunity to "test" career choices:	VERY HELPFUL <input type="checkbox"/>	HELPFUL <input type="checkbox"/>	SOMEWHAT HELPFUL <input type="checkbox"/>	NOT HELPFUL <input type="checkbox"/>
f. Making professional contacts for future jobs:	VERY HELPFUL <input type="checkbox"/>	HELPFUL <input type="checkbox"/>	SOMEWHAT HELPFUL <input type="checkbox"/>	NOT HELPFUL <input type="checkbox"/>
g. Providing practical work experience for resume:	VERY HELPFUL <input type="checkbox"/>	HELPFUL <input type="checkbox"/>	SOMEWHAT HELPFUL <input type="checkbox"/>	NOT HELPFUL <input type="checkbox"/>

Continued on next page...

5. Please comment on the assistance you received from the BCC Academic Internship Program:

6. In your opinion, how could we improve our program?



ACADEMIC INTERNSHIP PROGRAM EMPLOYER EVALUATION

Please complete this form at the end the student's internship experience. **You may also fill this form out electronically in CONNECT or you may print it and return it to:**

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

Student Name: _____ Internship Title: _____

Company Name: _____

Supervisor's Name: _____ Title: _____

Email: _____ 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.

<p>Attendance</p> <p>4 3 2 1</p> <p><input type="checkbox"/><input type="checkbox"/><input type="checkbox"/><input type="checkbox"/> Alerts supervisor if absent or late for work.</p> <p><input type="checkbox"/><input type="checkbox"/><input type="checkbox"/><input type="checkbox"/> Plans ahead to rearrange work schedule.</p> <p><input type="checkbox"/><input type="checkbox"/><input type="checkbox"/><input type="checkbox"/> Is on time to work, remains until required hours are completed.</p>	<p>Appearance</p> <p>4 3 2 1</p> <p><input type="checkbox"/><input type="checkbox"/><input type="checkbox"/><input type="checkbox"/> Dresses appropriately for job setting.</p> <p><input type="checkbox"/><input type="checkbox"/><input type="checkbox"/><input type="checkbox"/> Exhibits cleanliness and proper appearance.</p>
<p>Over-all Performance: Very Good <input type="checkbox"/> Good <input type="checkbox"/> Average <input type="checkbox"/> Needs Improvement <input type="checkbox"/></p>	
<p>Did the student have the skills necessary to complete the internship?</p>	
<p></p>	
<p>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:</p>	
<p></p>	

Supervisor's Signature: _____ Date: _____

Internship Coordinator's Signature: _____ Date: _____