



INTERNSHIP HANDBOOK

Revision : 5/2021 MW

This Handbook is intended for students, internship Placement Site Supervisors, and Polk State faculty and staff members as a guide and resource regarding the internship process.



Students, alumni, employers, and interns are encouraged to enroll in the Handshake Career Platform (www.joinhandshake.com) to facilitate the internship and job placement process. The Handshake service is provided by Polk State College; it requires only an (.edu) email address to set up and manage an account. The student should use the (my.polk.edu) email address accessible through Passport at www.polk.edu. Alumni can continue to use their Polk State email addresses. Handshake includes internship and job postings from international, national, and local businesses and organizations. The Coordinator of Internships and Experiential Learning or the Polk State Career Service Coordinators can aid in exploring the internship process.



Polk State College is an equal access/equal opportunity institution committed to excellence through diversity in education and employment. The College complies with all state and federal laws granting rights to students, employees, and applicants for employment or admission to the College. The College prohibits unlawful discrimination on the basis of race, color, national origin, creed, ethnicity, sex, age, religion, sexual orientation, marital status, veteran status, genetic information, or disability in any of its employment policies or practices, educational programs, or activities.

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This *Polk State College Internship Handbook* and the Internship Course Modules are maintained by the Coordinator of Internships and Experiential Learning. Any inquiries, corrections, or feedback should be directed to the Coordinator (email: internships@polk.edu or phone: 863.298.6897).

INTERNSHIP HANDBOOK

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I. INTRODUCTION

This handbook has been developed as the primary resource for the Student Intern, the Internship Placement Site Supervisor, and College Staff Members (e.g., the Program Director, involved faculty members, and the Coordinator of Internships and Experiential Learning) throughout the internship process. Each student is responsible for following the processes as outlined in this Handbook and for complying with all guidelines.

Although some sections are written specifically for the student, and some are specifically for the supervisor, it is important for all internship process participants to understand their respective roles and responsibilities to assure a positive experience for everyone involved. Please feel free to contact the Coordinator of Internships and Experiential Learning at any time if you need assistance with any aspect of this process.

Placement Site Supervisor:

The College is deeply grateful for the interest, support, and partnership of employers who offer internship opportunities for Polk State students. The Placement Site Supervisor is essential in assisting the student in achieving his or her academic and career goals. A Placement Site Supervisor provides formative, and in some cases, *transformational* experiences and guidance that take the student closer to reaching his or her career potential.

To help the College better assist the Placement Site Supervisor, it is important for the individual to register as an employer within the Handshake Career Platform (<https://joinhandshake.com/>). Registration assists the College in facilitating the pairing of an intern who meets the employer's specific position requirements.

After the Placement Site Supervisor has reviewed students' resumes through Handshake, he or she encouraged to interview students and to select an intern that best fits the position and organization.

Before the student begins his or her internship experience, the College asks the Placement Site Supervisor to read and sign the *Memorandum of Understanding*. At the midterm and end of the semester, Polk State asks that the Supervisor complete an evaluation and share feedback with the student. The College also requests feedback at the end of the internship regarding how Polk State can improve the internship experience. The College welcomes any questions and is here to assist along the way.

Handbook Sections of Interest for Placement Site Supervisors:

Section IV – Intern Guidelines for Professional Conduct

Section VI – Program Site Supervisor and Program Director Responsibilities

Section VII – Appendix (forms used during this process)

Note: There is also a *Supervisor's Handbook* available for convenience.

Interning Student:

An internship allows a student to embark on an individualized, career-based experience as part of a program of study, or for personal and professional development. If the student is completing an internship for course credit within an Associate in Science (AS) or Bachelor of Applied Science (BAS) program, he or she must work with the Program Director to ensure that all prerequisites are completed, the individual is enrolled in the proper course, and that any specific course-related or internship-associated requirements have been met.

Table 1: Polk State’s Internship Courses by Program

Program	Course Number and Credit Number	Program Director	Course Instructor
AA in Liberal Arts <i>(optional elective)</i>	SLS 2941 <i>Professional Experience and Organizational Culture</i> (1 credit) GEB 2940 <i>Business Administration Internship</i> (3 credits)	Campus Dean Note: <i>The student must contact his or her advisor for eligibility and enrollment.</i>	M. Wagner mwagner@polk.edu
AS in Aerospace Sciences (optional)	ASC 2949 <i>Aerospace Internship</i> (lower division--3 credits)	E. Crump Ecrump@polk.edu	E. Crump Ecrump@polk.edu
BS in Aerospace Sciences (optional)	ASC 4940 <i>Aerospace Internship</i> (upper division--3 credits)		
BAS in Supervision and Management, Business Concentration <i>(optional)</i>	MAN 4940 <i>Management Internship</i> (3 credits)	M. Lehoczky Mlehoczky@polk.edu	M. Wagner mwagner@polk.edu
AS in Business Administration Optional elective	GEB 2940 <i>Business Administration Internship</i> (3 credits)	M. Lehoczky Mlehoczky@polk.edu	Matina Wagner mwagner@polk.edu
Degree Requirement	MAN 2942 <i>Management Practicum</i> (1 credit) (Replaced by GEB 2860 <i>Business Administration Capstone Course</i>)		Matina Wagner mwagner@polk.edu
Optional electives	GEB 2940 <i>Business Administration Internship</i> and HFT 1000 <i>Introduction to Hospitality</i> (3 credits)		Paul Howe phowe@polk.edu
AS in Criminal Justice <i>(optional elective)</i>	CCJ 2940 <i>Internship in Criminal Justice</i> (3 credits)	C. Shea cshea@polk.edu	C. Shea cshea@polk.edu
AS in Digital Media Technology <i>(required)</i>	DIG 2940C <i>Digital Media Practicum and Portfolio</i> (3 credits)	G. Johnson Gjohnson@polk.edu	G. Johnson Gjohnson@polk.edu

AS in Early Childhood Education and Mgmt. (required)	CHD 2940 <i>Internship in Early Childhood Education</i> (3 credits)	D. Metcalfe Dmetcalfe@polk.edu	D. Metcalfe Dmetcalfe@polk.edu
AS in Engineering Technology (optional)	ETI 1949 <i>Manufacturing Internship--4</i> (2 credits)	M. Toosi mtoosi@polk.edu	M. Toosi mtoosi@polk.edu
AS in Network Systems Engineering Technology (optional)	CET 2940 <i>Network Engineering Technology Practicum</i> (3 credits)	Johnny Stewart Jstewart@polk.edu	Johnny Stewart Jstewart@polk.edu
AS in Supply Chain Management – (optional)	MAN 1942 <i>Supply Chain Management Internship</i> (2 credits)	Monica Lammert mlammert@polk.edu	Matina Wagner mwagner@polk.edu

II. INTERNSHIP OVERVIEW

Internships are a great way to gain experience and bolster a resume before hitting the job market. There are a few things to consider before beginning this journey.

What exactly is an internship?

According to the National Association of Colleges and Employers (NACE):

An internship is a form of experiential learning that integrates knowledge and theory learned in the classroom with practical application and skills 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 internship is career-related work experience that enhances a student's academic training and provides real-world introduction to an academic program of study or career field. It is not necessarily a paid position, but it can be an opportunity to gain the skills required for a future career or job-related goals.

Each student intern is provided support through the Program Director and the Internship Coordinator during the entire internship experience. The Placement Site Supervisor also has the backing of the Coordinator of Internships and Experiential Learning during the process. Polk State College encourages all individuals involved in the internship to maintain close collaboration and open communication throughout the experience to ensure success for both the student and the employer.

Before taking the next step, it is important for the student to consider the variety of options available for gaining work-related experience. There are several different ways to participate in career development. An internship could lead to a job opportunity, but it is not guaranteed. The main purpose of an internship is to provide hands-on learning opportunities within a real-world work environment to assist the student in meeting graduation requirements while also pursuing career interests. Internships are governed under the Florida Department of Labor according to the *Fair Labor Standards Act*.

Note: *A Polk State International Student who is attending College on an educational visa must see the International Student Advisor and complete an I-20 Form (with the advisor's signature) to participate in an internship. This form is submitted to the Internship Coordinator for approval before applying for an internship or registering for internship credit. All International Student employment is subject to U.S. Citizen and Immigration Services (USCIS) approval.*

Internship Options:

There are many opportunities for a student to gain experience in a particular field, and each option has varied levels of commitment and support. Table 2 (below) provides the key differences between internship experiences.

Table 2: Differences in Various Internship Opportunities

Internship Experience Category	Definition	Key Aspects
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<p style="text-align: center;">Internship (or practicum)</p>	<p>The internship is a professional, entry-level, hands-on training experience in a student's related field of study.</p> <p>It is preferable that the intern be paid, as internships are subject to fair labor laws; however, an internship may be unpaid if: 1) the student is completing an internship as a curriculum requirement for graduation; 2) the organization is primarily a volunteer agency or a non-profit without the pay structure to compensate an intern; 3) the experience is short-term, part-time, and/or the experience offers the student the opportunity to "audition" for a paid internship (e.g., trial period); 4) the experience is on-the-job training that prepares the student for a paid internship or possible job placement; or 5) the internship earns course credit.</p>	<ul style="list-style-type: none"> • There is a high level of commitment for the student and the supervisor. • Typically, a schedule is set for the length of a semester/term. • Usually, this is a competitive opportunity. The student is often interviewed and selected (or not) by Placement Site staff members. • Pay is set by the organization and is commensurate with an entry-level position (or base pay for the type of position performed). • The intern is subject to the organization's policies and procedures. • Course credit may be available, but the student must register for the credit <i>before</i> starting the internship. • The experience may be used on a resume.
<p style="text-align: center;">Co-Op or Apprenticeship</p>	<p>Polk State offers some opportunities to gain experience on an on-going basis with certain organizations. These opportunities are typically employer-specific and designed to meet business needs while also enabling the student to gain experience.</p>	<ul style="list-style-type: none"> • The Coordinator of Internships and Experiential Learning can provide details regarding participating businesses.
<p style="text-align: center;">Job Shadowing (Professional Observation Days – PODs)</p>	<p>Job shadowing is a work-based learning activity that provides opportunities to gather information on a wide variety of career possibilities, settings, or specialties before deciding where to focus attention. Typically, this is a short-term experience that involves observing and interviewing, as well as documenting these experiences.</p>	<ul style="list-style-type: none"> • The student may arrange to follow an individual in a career or setting for a given length of time. • The student interviews individuals in the field to gain information on job duties, career satisfaction, pay scale, and other key aspects. • This is an unpaid opportunity.

Volunteering	Volunteering involves giving time, energy, and talent to an organization (e.g., charitable or non-profit institution) in a mutually beneficial way. Volunteering may offer opportunities for skill development, socialization, work experience, and enjoyment. It also offers the chance to network and make contacts for possible employment. The length of the commitment and the types of experiences vary.	<ul style="list-style-type: none"> • The student selects the organization or agency of interest to work with over a desired period of time. • The opportunity is unpaid, but it may be included on a resume if a substantial amount of time and work is donated to the organization.
Job	Many organizations promote from within and the best way to move up is to seek entry-level employment.	<ul style="list-style-type: none"> • Polk State College's Career Services can be of assistance if an individual is pursuing a job; this can be a starting place for a career and serve as a resume builder.
Career Mentors	Polk State offers opportunities for a student to connect with and learn from a Career Mentor who can advise on the most effective processes when pursuing a given career. This type of interaction can benefit the student by providing tips regarding pitfalls and good choices; the student gains an insider's point of view on the career field.	<ul style="list-style-type: none"> • The student connects with a professional resource and gains information over a desired period of time. • This type of experience may include job shadowing. • This is an unpaid experience.
Undecided?*	A Career Development Coordinator or the Coordinator of Internships and Experiential Learning can help determine the student's best career path.	

***Note:** The Appendix of this Handbook provides an **Internship Student Quiz** to assist in determining the best option.

III. STEPS IN THE INTERNSHIP PROCESS (Students)

For an individual who wishes to move forward with the internship process, this section provides direction. There are steps to be followed before, during, and after the internship. There are also forms and resources that must be used and submitted. It is important to follow these steps* throughout the process. Forms can be accessed online by clicking on the form title in **boldface**.

Steps to Complete Before the Internship:

1. To start the process, the student must e-mail his or her resume to Matina Wagner, Coordinator of Internships and Experiential Learning, and request an appointment (internships@polk.edu).
2. The student must create a resume. Polk State's Career Services staff members can assist with this task if needed (internships@polk.edu).
3. A Handshake account (www.joinhandshake.com) must be created; **AFTER** the resume has been reviewed by either the Polk State Internship Office or a Career Development Coordinator, this document is **uploaded** to the Handshake account.
4. The student must contact the Program Director to continue with the next program-specific steps (e.g., the Program Director can assist with the student's ***Internship Learning Plan and Development Goals***).
5. The student must attend an interview preparation session through Career Services (or with the Internship Office) prior to **interviewing** for internship placement. This is an important step for obtaining the best results. YouTube has videos with tips on interviewing, allowing the individual to increase preparedness.
6. Once a student has been selected for an internship opportunity, an Internship Orientation is scheduled to review critical parts of this Handbook and sign the ***Polk State College Student Internship Memorandum of Understanding***.
7. The student is then cleared to register for the appropriate program internship course (if applicable).
8. At this point, any other steps required by the program or Placement Site are completed (as indicated).

Steps to Complete During the Internship:

9. The student must begin the internship experience, and then record and complete hours based on the agreed-upon schedule.
10. The individual must meet with the Placement Site Supervisor to review, discuss, and implement the ***Internship Learning Plan and Development Goals***. At this meeting, the student and his or her supervisor should plan for regular supervisory meetings. Additionally, the student must meet with the Program Director midway and again at the end of the semester to discuss the intern's evaluation and progress within the experience.
11. The **Internship Attendance and Experience Log Timesheet** must be used on a daily or weekly basis (as appropriate). The student must use the *Learning Reflections* portion of the sheet to journal regarding impressions, training, experiences, and lessons learned along the way. The Placement Site Supervisor must sign for the hours to validate them.
12. The individual must create and maintain an **Internship E-Portfolio** in Canvas. Tutorial instructions regarding this responsibility are provided (<https://community.canvaslms.com/t5/Video-Guide/ePortfolios-Students/ta-p/384359>). This portfolio is to include the ***Internship Learning Plan and Development Goals***, time sheets, evaluations, and other related documents.

Steps to Complete After the Internship:

13. The student must submit a copy of the **Internship E-Portfolio** to the Coordinator of Internships and Experiential Learning and a second copy to the Program Director. The Placement Supervisor completes

- the ***Final Intern Performance Evaluation*** and sends this to the Coordinator of Internships. The Placement Site Supervisor reviews the evaluation with the student prior to the end of the internship.
14. The student sends **Internship Thank You Letters** to the Placement Site Supervisor and manager. It is also good practice to formally thank the Program Director (and others involved) for supporting the internship and making it successful.

***Note:** *The Appendix provides the **Student Internship Checklist Form** that reiterates this process.*

IV. INTERN PROFESSIONAL GUIDELINES AND SAFEGUARDS FOR BEHAVIOR AND PERFORMANCE

A. Internship Professionalism Guidelines

Scheduling and Attendance: The intern should plan for, and commit to, the schedule agreed upon with the Placement Site Supervisor (i.e., during standard business hours). Maintaining a reliable schedule with dependable attendance is important.

Attire: The intern should wear attire that is suitable for the job or duties being performed. This attire may not be the same as what is worn in the classroom; an intern is expected to follow the company's policy for attire while participating in the internship. If in doubt, the student must discuss the preferred attire with the Placement Site Supervisor or the Coordinator of Internships and Experiential Learning.

Policies: The intern is expected to know and follow the policies and procedures outlined in this Handbook, the rules and procedures of Polk State College, and any applicable policies and procedures of the internship site.

Workplace Equality and Diversity: Polk State College is an equal access/equal opportunity institution committed to excellence through diversity in education and employment. The College complies with all state and federal laws granting rights to students, employees, and applicants for employment or admission to the College. The College prohibits unlawful discrimination on the basis of race, color, national origin, creed, ethnicity, sex, age, religion, sexual orientation, marital status, veteran status, genetic information, or disability in any of its employment policies or practices, educational programs, or activities.

B. Behavior and Conduct

Communication: The intern must keep the Placement Site Supervisor informed of his or her progress. This includes honestly and professionally discussing any difficulties the individual encounters. Additionally, the intern must ensure that the Program Director and/or Coordinator of Internships and Experiential Learning are informed of any concerns or difficulties experienced during the internship; these individuals are trained to assist and support the student in troubleshooting various professional situations.

Confidentiality: Interns must maintain confidentiality regarding the Placement Site's business, customers, clients, and associates. This means that the intern must only disclose information on a need-to-know basis, such as for the purpose of completing internship assignments. Specifically, the intern must not name individuals in any context outside of internship communication or openly discuss specific concerns regarding internship clientele or staff. Additionally, the intern must handle hard copies of any internship documentation appropriately (i.e., per the Placement Site policy). Breaches in confidentiality and gossip are to be entirely avoided. Information regarding the requirements for confidentiality can be found at the following link: <http://en.wikipedia.org/wiki/Confidentiality>.

HIPAA: The *Health Insurance Portability and Accountability Act* (HIPAA) includes several parts, and the intern must understand and comply with the *Privacy Rule*, which requires that individuals' health information be properly protected while allowing for information to flow as needed to provide and promote high-quality healthcare, and protect the public's health and well-being. Strict compliance with all aspects of HIPAA is mandatory. Information about this requirement is available at: <http://www.hhs.gov/ocr/privacy/hipaa/understanding/summary/index.html>.

Accommodations: A student with a documented disability who needs accommodations to successfully complete assignments must inform the Internship Coordinator upon initiation of the internship. The Placement Site Supervisor may provide reasonable, but not necessarily the exact, accommodations requested (i.e., as per the *Americans with Disabilities Act*). Further information about accommodations can be found at: <http://www.eeoc.gov/policy/docs/accommodation.html>.

Note: If the student is unsure regarding how to address any particular issue or aspect of the internship, he or she should contact the Internship Coordinator to explore options and discuss possible approaches.

C. Internship Assignment Performance

Performance of Assigned Duties: The student intern is expected to perform all assigned duties to the best of his or her ability. If the student has concerns regarding any assigned duties, it is important to candidly speak with the Placement Site Supervisor or the Coordinator of Internships and Experiential Learning immediately. If a student needs to request additional assistance or training to assist with learning and performing program-specific skills or tasks, he or she should speak with the Program Director or Course Instructor for support.

***Note:** It is critical for an intern to address any performance concerns early. Faculty members and/or the Internship Coordinator can attempt to assist the student and the Placement Site Supervisor in working through any performance issues when requested, but it is the sole responsibility of the intern to request assistance to achieve success, as well as to respond to challenging situations or obstacles with the appropriate attitude and positive response. An inability to satisfactorily perform the agreed upon duties (or a breach in Placement Site policy) could result in termination of the internship.*

Professionalism: Polk State interns are expected to display professionalism at all times. This refers to behaviors and attitudes, as well as the quality of the work provided by the intern. The intern is expected to be reliable and dependable, communicate respectfully and courteously, display the desired skillsets, show a willingness to learn while on the job, incorporate accountability for personal products and services, and demonstrate a desire to correct mistakes. Professionalism can mean different things in different places, and though it is not always defined explicitly, it is expected in all careers. More information on professionalism can be found at:

<http://www.mindtools.com/pages/article/professionalism.htm>.



D. Safeguards and the Law

Legal Safeguards and Guidelines: Internships are governed under the U.S. Department of Labor (DOL). State of Florida DOL guidelines also apply. This ensures that an intern is treated equitably and fairly under the law. Information on employment law affecting interns is available at: <http://www.dol.gov/>.

***Note:** As an intern, an individual functions in an entry-level position. This means that the intern may not always “like” the assigned job duties; however, if the individual feels that he or she is being taken advantage of unfairly, these concerns should be discussed with the Placement Site Supervisor, Program Director, or Internship Coordinator.*

Legal Liability: Depending on the setting, an intern may be exposed to highly sensitive information. It is critical to understand and adhere to the policies and legal-liability guidelines related to the placement site and its activities. The intern is responsible for knowing and complying with any policies and guidelines that govern the assignments at the internship site and for upholding these requirements. Likewise, if an individual is concerned about others' activities (i.e., that have been directly witnessed), the intern should bring these concerns to the attention of the Placement Site Supervisor or Manager. The intern's presence during such conduct or actions can make him or her liable as a passive bystander.

Note: Ignorance of the law does not convey innocence, nor is it a viable defense. Evidence of legal misconduct is not tolerated. Consequences may include, but not be limited to, termination of the internship and a failing grade for the course. Depending on the severity of the issue, further legal actions could apply.

Safety: Every attempt is made to ensure that an internship site maintains a safe work environment (as required by law). Similarly, the student should make every attempt to become familiar with and comply with site-specific safety standards and policies during the experience. Safety measures may include aspects such as, but not limited to wearing Personal Protective Equipment (PPE), becoming trained on the proper use of equipment prior to usage, completing Blood-Borne Pathogen training, or learning appropriate ways to safely manage a combative patient. The student should work closely with supervisors to ensure proper preparation for any internship tasks that could pose a risk to health, safety, or well-being.

Additionally, although personal safety is an individual's responsibility, the student is urged to communicate with the Placement Site Supervisor, Program Director, and/or the Coordinator of Internships and Experiential Learning if there are any safety concerns. More information on workplace safety issues can be found at:

<http://www.osha.gov/>.

Harassment: Oftentimes, it is an individual's attitudes, behaviors and actions that train others on how to respond and react to that person. This is why professionalism is so critical, as the student is training others on how he or she wishes to be treated and perceived in the career environment.

Harassment is a form of discrimination that violates Title VII of the *Civil Rights Act of 1964*. **Harassment should never be tolerated.** The student must always treat co-workers, including other interns, clients, vendors, and others encountered on the job, politely and professionally. Likewise, unwelcome or uninvited behavior or actions with sexual, racial, or ethnic overtones is considered unlawful harassment and it is illegal. The intern should alert the Placement Site Supervisor and email the Internship Coordinator if he or she is ever victimized by such behavior. If the Placement Site Supervisor is not responsive to these concerns (or if the student is unsure of how to respond to a harassing situation regarding sex, race, age, disability, or another legally protected characteristic), it is important to immediately contact the Coordinator of Internships and Experiential Learning. More information about the illegality of such behaviors can be found at: <http://www.eeoc.gov/>

V. OVERVIEW OF INTERNATIONAL INTERNSHIPS

Background: Polk State offers Study Abroad opportunities, the Global Studies Certificate, and other Global Initiatives aligned with the College's strategic initiatives in education. International Internships are a component of the College's Institute for Global Initiatives and are managed through the Polk State Internship Program.

Certificate-Related and Course-Based Credit: A student interested in a Global Studies internship experience may earn two of the five requirements toward completion of the Global Studies Certificate.

A student may earn elective-course credit toward the Polk State Associate in Science, Associate in Arts, Bachelor of Science, or Bachelor of Applied Science degree for an internship experience (as applicable to the given program of study). The courses for internship credit are detailed in Section I: Table I of this Handbook. It is preferable for the student to maintain a full course load during the term in which an international internship is pursued if the individual also wishes to secure any applicable financial aid.

Eligibility: An International Internship opportunity is open to any Polk State student who:

1. Is currently enrolled at the College and is in good academic and financial standing.
2. Has a current GPA of 2.5 (or higher) and has completed a minimum of 30 credit hours within an Associate in Arts or Associate in Science degree program, or an individual who has maintained a 3.0 GPA in a Bachelor of Science or Bachelor of Applied Science degree program.
3. Meets the specific criteria for international travel (or for a specific trip) as determined by the Institute for Global Initiatives.
4. Meets any criteria specific to the internship location (e.g., foreign language skills, health requirements).
5. Completes all requirements prior to trip departure (e.g., valid passport, medical requirements, vaccination protocols, medical and travel insurance, final payment for the trip, required documentation, attendance at pre-trip meetings, and orientation).
6. Is a minimum of 18 years of age.
7. Functions independently and responsibly, demonstrates curiosity and a willingness to learn about the host country's culture, adheres to all trip guidelines, and is flexible regarding site experiences.

Note: *The Institute for Global Initiatives and International Internship pages on the College's website (polk.edu) provide additional details regarding travel requirements. Any appeals to these criteria must be submitted through the Global Initiatives Education Sub-Committee for review and a final decision. Polk State College maintains the right to cancel any travel abroad experience based on Department of State Travel Advisory Warnings, lack of student participation, or lack of student cooperation.*

International Internship Trip Locations: The location of trips varies annually. Specific trip information can be found on the Global Initiatives website or by contacting the Coordinator of Global Initiatives (email: ksimpson@polk.edu; phone: 863.297.1010, ext. 6439).

Internships are available for students seeking experience in the international and global arena to further global competence, enhance foreign language skills, and gain international-workforce experiences. While there are opportunities for a broad range of career interests, some of the likely areas of interest include: international business administration and operations, supply chain management, education, hospitality, and global health.

Accommodations: Depending on the location, a student may be placed as a family home stay, in a dorm, or within temporary housing upon completion of the on-site orientation. Home-stay sites are vetted by the coordinator and provide a middle-class home environment in which to reside and take meals while working locally. Often other students (including those from Polk State) are placed at the same home-stay site. For example, on trips to China,

interning students have stayed in dormitories at a local college or in corporate apartments near the internship site. Housing expenses are part of the cost of the internship trip and are the responsibility of the student.

Internship Placement Sites: A student is placed by the resident coordinator based on several criteria:

1. Language skills: The student is strongly recommended to gain familiarity with the language used in the location by completing an immersion program. In some locations, the student must be fairly fluent, whereas other positions only require rudimentary language skills. The Global Initiatives Coordinator can provide more information and direction.
2. Program of study or area of career interest: Every attempt is made to place the student in a position that provides experience and skill development.
3. Specific job and internship requirements: Each student must take local transportation to and from the internship site. The student is expected to meet all site-specific requirements for the work experience. The number of work hours and length of the internship varies based on the degree and the site's requirements. If the student's course requires more work hours than the student can earn at his or her international internship site, a companion internship placement must be secured either prior to or following the international internship trip (i.e., as requested or required).

Note: *The student is usually not paid during an international internship experience.*

Excursions and Entertainment: Several excursions to enjoy the area's history, natural beauty, and culture are arranged as part of the on-site orientation and during weekends. The student is also encouraged to attend free local evening festivals and entertainment with a Polk State travel buddy for further immersion in the experience.

Cost: The cost for an international internship trip varies depending on several variables (e.g., airfare). The Global Initiatives Coordinator can provide more details.

Polk State College is committed to equal access/equal opportunity in its programs, activities, and employment.

VI. SUPERVISORY RESPONSIBILITIES

The following important guidelines pertain to the both the Internship Placement Site Supervisor and the Program Director and ensure a maximally beneficial internship experience for all parties.

Relationship Building and Supervision:

- It is essential to take time to get to know the student intern. This allows the supervisor to better assist. It is important to become familiar with the intern's goals, aspirations, needs, and expectations regarding supervision and the internship experience. Likewise, it is important to share site-related policies, needs, guidelines, and expectations for the intern.
- The supervising individual should create a supportive professional relationship that cultivates open communication. Interaction should take place at the work site only. Contact with interns outside of business hours is discouraged.
- The internship experience should be a meaningful learning opportunity for the student that provides for the application of classroom learning and skillsets.
- The supervising individual should provide training and all the necessary resources for the position. The intern should be given the same information that would be given to any new employee.
- It is important to help the student develop, implement, and review the ***Internship Learning Plan and Development Goals***, and to assist him or her in achieving internship objectives.
- The supervisor should ensure that the intern is engaged in real work and completing his or her assigned duties efficiently and effectively. Additionally, the supervising person should provide mentoring, encouragement, and suggestions to keep the individual striving to improve his or her performance.
- It is important to meet with the intern on a regular basis to assist with critical thinking and problem solving. The use of professional coaching skills is important in aiding the intern to gain independence.
- The supervising individual is required to evaluate the intern's progress and provide feedback often--and in a constructive manner. It is important to remember that positive feedback reinforces good performance and achieves results up to four times faster and more effectively than constructive criticism alone.
- The supervising individual should look for opportunities for increased responsibility as the intern displays an ability to handle greater challenges.
- The intern should generally be treated as a regular employee.
- It is important to immediately communicate any concerns, questions, changes, or issues regarding the internship to the Polk State Coordinator of Internships and Experiential Learning.

Documentation and Meetings:

- The supervising individual is asked to communicate current and relevant information regarding the intern to the Coordinator of Internships and Experiential Learning (e.g., the supervisor's contact information, the job duties required of the intern, a position description (or the equivalent)).
- The supervising individual is asked to assist the intern in achieving the outcomes of his or her ***Internship Learning Plan and Development Goals*** and to discuss how these outcomes articulate with future career objectives, learning goals, and placement skills.
- The supervisor and intern are expected to schedule regular meetings to discuss the intern's assignments and performance.
- The supervising individual must complete a **mid-term evaluation** and be available for a site visit from the Coordinator of Internships and Experiential Learning.
- At the end of the internship, the supervising individual must complete the intern's **end-of-semester evaluation** and share feedback with the intern to assist him or her with continued growth and development. All evaluation forms should be emailed to the Coordinator of Internships and Experiential Learning at the conclusion of the internship (mwagner@polk.edu).

Supervisory Best Practices:

The Placement Site Supervisor and Program Director should:

- Act in a manner consistent with his or her position as a role model.
- Explain actions, how they are done, why they are done that way, and the intended outcome of these actions.
- Include repetition and routine to help build the intern's growth and confidence, but also consider asking the intern to stretch his or her skills as appropriate. The supervisor can provide varied or increased opportunities when mutually beneficial.
- Set goals in small attainable steps to support the intern's success. Engage the intern in this process and review his or her progress on a regular basis.
- Build the intern's independence by providing him or her with trouble-shooting tips while talking through problem-solving steps. Rather than solving all problems for the intern, let him or her explore and learn how to solve problems and conquer obstacles.

Polk State College is an equal access/equal opportunity institution committed to excellence through diversity in education and employment. The College complies with all state and federal laws granting rights to students, employees, and applicants for employment or admission to the College. The College prohibits unlawful discrimination on the basis of race, color, national origin, creed, ethnicity, sex, age, religion, sexual orientation, marital status, veteran status, genetic information, or disability in any of its employment policies or practices, educational programs, or activities.

The intern comes with the full support of Polk State College and the subject-area Program Director, as well as the Coordinator of Internships and Experiential Learning. Additionally, the following resources allow supervising individuals to fully partner as a team for a successful internship:

- <https://internmatters.wordpress.com/>
- <https://www.thebalancecareers.com/internship-myths-1986488>
- <https://www.noches.org/media/1/More-Tips-and-Advice-from-Experts.pdf>



VII. APPENDIX: ANNOTATED INDEX OF INTERNSHIP FORMS AND LINKS

**Note: International Internship forms are located on the International Internship page of the College's website (polk.edu).*

- 1. Intern Intake Form** – The student should email his or her resume to the Coordinator of Internships and Experiential Learning while requesting to schedule an appointment (internships@polk.edu). Once the resume has been reviewed through the Internship Office, the student should create an account and upload his or her resume to the **Handshake Career Platform** (www.joinhandshake.com).
- 2. Internship Site Request Form** – A Placement Site or employer can enroll to accept interns through the Handshake Career Platform (www.joinhandshake.com) using the “Employer” tab. The business must have an e-mail address. If an employer needs assistance with posting a position, he or she can complete the form and email the Coordinator of Internships and Experiential Learning (mwagner@polk.edu).
- 3. Internship Student Quiz** - This quiz enables the student to determine his or her readiness for an internship and what type of internship might best fit personal goals.
- 4. Polk State College Internship Position Description Form** – This form allows the Placement Site to provide information and more detail regarding the specific needs, requirements, opportunities, and duties involved in the position. This information is shared with prospective student interns, so they understand the expectations of the position and site.
- 5. Internship Learning Plan and Development Goals** – Each student must develop an *Internship Learning Plan and Development Goals*. The student may wish to create this document with assistance from the Program Director and Placement Site Supervisor. This is not necessary if the student has program-specific materials to guide the learning process while on the internship.
- 6. Resume Template** – Each student must provide a resume to be reviewed by the Coordinator of Internships and Experiential Learning before requesting an internship. After review, this document is uploaded to the student's Handshake profile (www.joinhandshake.com). Resume assistance is also provided at Handshake and through Polk State's Career Services.
- 7. Polk State College Student Internship Memorandum of Understanding (MOU)** – This form is to be signed by the Placement Site Supervisor, the Coordinator of Internships and Experiential Learning, and the student intern. It is reviewed with the student during the Internship Orientation.
- 8. Insurance Information Form** – Information regarding insurance is provided in this Handbook.
- 9. Internship Attendance and Experience Log Timesheet** – The student must complete and submit these forms weekly to the Internship Office throughout the experience. The Placement Site Supervisor must initial and sign these sheets to verify completed hours.
- 10. Intern Performance Evaluation Template (Placement Site Supervisor/Program Director Version)** – The student's program may require a more specific intern evaluation tool.
- 11. Intern Performance Evaluation Template (Intern Version)** – The student completes this form at the end of the internship.

12. Student Internship Checklist Form – A student can use this list to check off items or steps throughout the internship experience to ensure that all program requirements are met.

13. Internship Site Thank You Letter Template– The student is required to send a thank you note to the Placement Site Supervisor and Site Manager (as well as others involved in the internship) following completion of the internship experience.

***Note:** Where program-specific resources exist, these take precedence over the forms provided in this Handbook. Forms should be submitted in a timely manner to the Coordinator of Internships and Experiential Learning and/or the Program Director (as indicated).*

1. INTERN INTAKE FORM

Dear Student:

Thank you for choosing to participate in a Polk State College internship as part of your education. Please register on the Handshake Career Platform (www.joinhandshake.com), as this tool allows you to personalize your internship search. Once you have done so, in order to expedite the process of obtaining placement, please provide the information requested below and submit this form by e-mail to the Internship Office (email: internships@polk.edu or fax: 863.669.4929). If you have questions, please contact the Internship Office by e-mail or phone (863.298.6897).

To further assist in preparing for the internship experience, please visit the Internship page on the Polk State College website (www.polk.edu/internships).

Student's name:Click or tap here to enter text.	GPA:Click or tap here to enter text.
Program Director:Click or tap here to enter text.	Program Status: (year/hours)Click or tap here to enter text.
Program of Study:Click or tap here to enter text.	Area of Interest:Click or tap here to enter text.
Student's Email:Click or tap here to enter text.	Student's Contact Phone:Click or tap here to enter text.
Seeking Course Credits?Click or tap here to enter text.	Business Setting Desired:Click or tap here to enter text.
Course Name and Number:Click or tap here to enter text.	Type of Experience Desired:Click or tap here to enter text.

What are your hours of availability for the semester?

Click or tap here to enter text.

Is there any other information we should know before pursuing an internship for you?

Click or tap here to enter text.

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2. INTERNSHIP SITE REQUEST FORM

Note: An electronic version of this form is available online (www.polk.edu/internships) or the employer may enroll directly through the Handshake Career Platform (www.joinhandshake.com) and manage the account from this service once a password is received from the Coordinator of Internships and Experiential Learning.

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Dear Placement Site Manager:

Thank you for your desire to establish **(Click or tap here to enter text.)** student internship at your organization. Please provide information below to enable the College to successfully assist in this process. If you have any questions regarding this form, establishing an internship, or about **(Click or tap here to enter text.)**, please contact the Internship Coordinator, at **(Click or tap here to enter text.)** For more information about **(Click or tap here to enter text.)** or Polk State’s degree programs, please visit the College’s website at: **(Click or tap here to enter text.)** If there are any questions regarding this form, establishing an internship, or about **(Click or tap here to enter text.)**, please contact the Internship Coordinator at **(Click or tap here to enter text.)**. For more information about **(Click or tap here to enter text.)** or Polk State’s degree programs, please visit our website at **(Click or tap here to enter text.)**. *Thank you for your support of Polk State!*

Organization Name:	Click or tap here to enter text.		Contact’s Name:	Click or tap here to enter text.	
Type of Business:	Click or tap here to enter text.		Contact’s Title:	Click or tap here to enter text.	
Business Address:	Click or tap here to enter text.		Contact’s Email:	Click or tap here to enter text.	
City/State/Zip:	Click or tap here to enter text.		Contact’s Phone Number	Click or tap here to enter text.	
Duration of Internship:	1-Semester: <input type="checkbox"/>	On-Going: <input type="checkbox"/>	Potential Job: <input type="checkbox"/>	Date of Request: Click or tap here to enter text.	
Desired Program of Study:	Click or tap here to enter text.	Paid: <input type="checkbox"/>	Unpaid: <input type="checkbox"/>	Hours/Wages: Click or tap here to enter text.	
National Association of Colleges and Employers (NACE) Competencies:	Critical Thinking/Problem Solving: <input type="checkbox"/>	Oral/Written Communications: <input type="checkbox"/>	Teamwork/Collaboration: <input type="checkbox"/>	Digital Technology: <input type="checkbox"/>	
Work Ethic: <input type="checkbox"/>	Leadership: <input type="checkbox"/>	Professionalism: <input type="checkbox"/>	Career Management: <input type="checkbox"/>	Global/Intercultural Fluency: <input type="checkbox"/>	

3. INTERNSHIP STUDENT QUIZ

Choose an item.	I have completed a minimum of 30 credit hours in my program of study (AS or AA).
Choose an item.	<p>I have a minimum 2.5 GPA. (Note: <i>This item is not applicable if the internship is a program requirement; a Program Director can provide more information.</i>)</p> <p>For an International Internship, I have a 2.5 GPA or higher.</p> <p>For an internship related to a baccalaureate degree, I have a minimum 3.0 GPA.</p>
Choose an item.	I am a student in good academic and financial standing at Polk State.
Choose an item.	I have adequate time (i.e., minimum of 10 hours per week) and availability in my schedule during standard business hours (i.e., M-F 8:00-5:00) unless otherwise arranged through the Program Director, to incorporate an internship opportunity into my learning goals.
Choose an item.	I have completed the academic prerequisites specific to my program of study.
Choose an item.	I am at least 18 years of age and can provide my own transportation.

Note: *If a student checks “no” to any of these statements, he or she must address the item(s) before requesting an internship. If the student is not yet ready for an internship, he or she must see Career Services for assistance.*

4. POLK STATE COLLEGE INTERNSHIP POSITION DESCRIPTION FORM

A business can build or upload a position description via the Handshake Platform (www.joinhandshake.com) once enrolled with Polk State College. This outline is an example of what might be included in a position description.

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Description: Delete and fill in the [Click or tap here to enter text.] placeholders below, then copy and paste the position description to “description” text box.

Job Title: [Click or tap here to enter text.] **Division:** [Click or tap here to enter text.]

Description: [General overview of the position in 2-3 sentences.]

***COVID-19* Update:** [If Applicable Choose an item.]

Employment period: [(e.g., Summer 2021 Semester] that all [Job title] responsibilities will be carried out [Choose an item.]

Interviewing: [**When, where, and how interviews will be conducted.**]

Qualifications: Current [**Upon applying, what class years or majors would qualify for this position?**]

Minimum GPA: [**minimum GPA**]

Requirements:

- [How many hours must be committed to the position?]
- [When should student be available?]
- [What training is required before beginning the job?]

Desired Competencies and Skills:

- [List competencies from the National Association of Colleges and Employers (NACE) Career Readiness List]
- [List any relevant technical skills or completed coursework required to perform position responsibilities.]

Responsibilities:

- [List all individual responsibilities that a student intern would be expected to fulfill during the internship.]
 - **Job role(s):** Choose the most relevant job role from the drop-down list. Job roles are search engines for students who are looking for a certain type of internship or job. Your selection(s) help students interested in these roles to find appropriate job(s).
 - **How many students are expected to be hired within this advertised position?** This number can be approximate and is not displayed to students. If unsure, request only one.
 - **Approximate salary:** If the choice “Paid” was selected above and a dollar amount entered, this information will be displayed to the student in the posting.
 - **Job Location:** Choose “City, State, United States of America”
 - **Allow Remote Workers:** If this option is selected, it will be displayed to students in the posting.
 - **Required documents:** When students hit the “apply” button on the posting, they will upload the documents indicated by the employer before completing the application. (**Note:** This does not apply if the employer chooses “Apply through external application” in the BASICS section.)

5. INTERNSHIP LEARNING PLAN AND DEVELOPMENT GOALS

PURPOSE

The purpose of this document is to identify the student's learning and career objectives. This form is not necessary if a program-specific form is used for this purpose.

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INSTRUCTIONS

This is an optional tool provided to assist the student in connecting academic work with the real-world experiences of the workplace. It is advised that the student seek input from a Program Director to ensure goals are both thorough and realistic for the student's program level and internship environment. The student is also encouraged to consult with the Placement Site Supervisor to identify opportunities that allow for achievement of these goals.

I. Intern Placement Information*

Intern: Click or tap here to enter text.	Program Director: Click or tap here to enter text.
Program: Click or tap here to enter text.	Internship Semester/Year/Timeframe: Click or tap here to enter text.
Placement Site: Click or tap here to enter text.	Placement Supervisor: Click or tap here to enter text.
Location: Click or tap here to enter text.	Hours/Week: Click or tap here to enter text.
Duties: Click or tap here to enter text.	Projects: Click or tap here to enter text.

**Note: This information is helpful to place on student's resume after the internship experience.*

II. Academic and Experience Skills and Competencies

1. What courses have you completed that apply to this internship?

Click or tap here to enter text.

- a. Do you have any additional or prior experience in this area?

Click or tap here to enter text.

- b. Do you have any related coursework or experience that may be helpful?

Click or tap here to enter text.

2. List any industry-specific certifications that you have earned:

Click or tap here to enter text.

3. List specific skillsets you possess that will be useful during this placement:

Click or tap here to enter text.

4. List personal strengths and competencies that can be brought to this internship placement:

Click or tap here to enter text.

5. List specific areas that you hope to develop:

Click or tap here to enter text.

III. Professional Advancement

1. What are your career goals?

Click or tap here to enter text.

2. What specific activities at this internship placement (e.g., projects, work assignments, learning activities) would help you train or advance your career?

Click or tap here to enter text.

3. What are your supervisory needs as a student from your point of view?

Click or tap here to enter text.

4. In the event that the internship placement requires it, would you be willing to sign a Non-disclosure Agreement (check below)? **Note:** *Please be aware that confidentiality of business, client, and customer-data information is required in all settings by law.*

Yes - _____ No - _____

IV. Goals

Use this section to identify specific goals to achieve during the internship. The student may add several goals (as desired) in collaboration with the Placement Site Supervisor or Program Manager. Suggested categories are provided.

GOAL 1:

(Example: Technical Goal – Gain technical fluency to enable the student to develop stronger skillsets.)

GOAL 2:

(Example: Professional Goal – Develop professional skills to support higher standards and achieve more effective results and interactions.)

GOAL 3:

(Example: Placement Site goal developed with Site Supervisor that is specific to the position and skillsets.)

V. Learning Plan

(Note: The student can add rows as needed.)

Date/Timeframe	Activity	Learning Outcome
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.

6. RESUME TEMPLATE

Note: Resources for creating a stand-out resume are available at Handshake (www.joinhandshake.com). Additional document assistance and proofreading are provided through the Career Service Coordinators and the Coordinator of Internships. The student **MUST** have the resume reviewed by the Coordinator of Internships and Experiential Learning before uploading it to Handshake or sending it to any potential worksite. The following is a basic example of a resume outline.

Suzanette Smarts

Home Address | City/State/Zip Code
(863) 608-2221 | SuzanetteSmarts@email.com

SKILLS *(Highlight the things you are good at.)*

Organized and efficient	MS Office Suite proficient	Customer-focused and friendly
Achieves deadlines	Advanced Excel skills	Effective problem solver

EXPERIENCE *(List jobs and volunteer experiences from the most to least recent. Use bullets to highlight duties and responsibilities. List three to five bullets only.)*

Company, city, state

Job title 1

Start – Finish

- Job duty
- Job duty
- Job duty

Company, city, state

Job title 2

Start – Finish

- Job duty
- Job duty
- Job duty

EDUCATION *(List education with the most recent first. A high school listing is not necessary if the individual already has a college or technical degree.)*

Polk State College BAS in Supervision and Management degree, Concentration: Business Admin. (Dec. 2020)

ORGANIZATIONS AND ACCOMPLISHMENTS

- Polk State College Club: position, timeframe
- Professional Association: position, membership, timeframe
- Professional Committees and Organizations: timeframe
- Professional Conferences: organizations, dates
- Specialized Certifications: organizations, dates
- Achievement or Award: organization, date conferred

References Available Upon Request

(Note: The information in the resume should be a truthful summary of the individual's skills and experiences. It should be no longer than one page, in most cases. It should align with the specific position and tailored to the specific job's requirements.)

7. POLK STATE COLLEGE STUDENT INTERNSHIP MEMORANDUM OF UNDERSTANDING

This Memorandum of Understanding, effective _____ [Click or tap here to enter text.](#) (date) is between Polk State College, hereinafter referred to as **Polk State**; [Click or tap here to enter text.](#) (the Internship Placement Site/ business/organization), hereinafter referred to as the **Placement Site**; and [Click or tap here to enter text.](#) (Polk State student), hereinafter referred to as the **Student**. It is agreed by the aforesaid parties to be of mutual interest and advantage for the Polk State student involved in one of the academic programs at Polk State to be given the opportunity for, and benefit of, experiential learning through an internship provided by the Placement Site.

The aforesaid parties understand the following:

I. The Placement Site agrees to:

1. Provide a planned, supervised program of internship experience that is mutually acceptable to Polk State and the Placement Site.
2. Maintain complete records and reports on the student's performance and provide written evaluations of the student's performance to **Polk** State at the end-of-semester.
3. Request Polk State to engage in a joint evaluation of any student whose performance is questionable, whose personal characteristics seem to prevent desirable relationships within the Placement Site, or whose health status becomes a detriment to the student's successful completion of the internship.
4. Permit inspection of the Placement Site facilities, records pertaining to the internship experience, student records and activities, and other such items relating to the internship as necessary.
5. Assign an employee at the Placement Site to be the internship supervisor. This selected supervisor shall be a person mutually agreeable to Polk State and the Placement Site who is responsible for mentoring the student intern as well as supervising and evaluating the student's internship performance.
6. Immediately notify Polk State in writing of any change or proposed changes in the program.

II. Polk State agrees to:

1. Send the name of the student intern to the Placement Site as soon as possible before the start date of the internship experience in order for the Placement Site to interview the Student and determine whether to agree to provide the internship experience for the said student.
2. Supply, with the student's permission, any additional relevant information required by the Placement Site prior to employment of the student intern.
3. Assign to the Placement Site only those students who meet, so far as can be ascertained, the requirements of both the Placement Site and Polk State College.
4. Make available a Polk State faculty or staff member to discuss the position duties to be assumed by the student in the internship program with the Placement Site Supervisor.
5. Comply with all established policies and practices of the Placement Site as such policies and practices are made known to Polk State. Polk State further agrees that the student is to be subject to all rules and regulations pertaining to regular employees of the Placement Site.
6. Notify the participating student that appearance and performance while on duty must, at all times, be commensurate with the position that the individual is preparing to assume.

III. The student agrees to:

1. Provide and maintain personal health, personal liability, and auto insurance (as indicated), and complete any required background screenings (e.g., fingerprinting if required) at his or her own expense prior to beginning the internship.

2. Perform his or her duties in a professional manner and follow the administrative policies and procedures of the Placement Site, including confidentiality policies, human resources and personnel practices, *Health Insurance Portability and Accountability Act* (HIPAA) requirements, safety policies, Internship Placement protocols, and all other requirements. If provided, the student agrees to attend the Placement Site's employee orientation and any other related training to facilitate the onboarding process.
3. Provide his or her own transportation and living arrangements, as well as make provisions for any other expenses incurred as part of the internship experience such as supplies, Personal Protective Equipment, and professional attire, among other potentialities.
4. Report promptly to the Placement Site for the agreed-upon schedule of days, times, and hours, and communicate in advance regarding any variation to the agreed schedule. The student also agrees to follow all established rules and regulations during regularly scheduled operating hours of the Placement Site.
5. Abide by the policies stated in the ***Polk State College Internship Handbook***, the ***Polk State College Student Code of Conduct***, related ***Polk State rules and procedures***, and any other documents pertinent to the student's specific academic program as related to professional behavior in internships.

IV. It is mutually agreed that:

1. Polk State and the Placement Site will indemnify, defend and hold each other innocent for and against any and all losses, damages, expenses, or other liabilities including attorneys' fees, court costs, and related costs of defense, arising from or in any way connected with claims for personal injury, death, property damage or contractual liability that may be asserted against Polk State or the Placement Site by any party(ies), which arise, or allegedly arise, out of action, inaction, or breach by their own employees, student, agents, or representatives while in the conduct of the internship experience. Nothing herein shall be deemed a waiver of any available defense by Polk State College or of any limit on its liability, including limits under Section 768.28 of *Florida Statutes*, whether the claim is brought under contract, tort, negligence, equity, or any other legal cause of action.
2. The Placement Site cannot assess fees to Polk State or the student for the use of the Placement Site's resources in connection with this internship program.
3. The parties must add any details such as location, the intern's schedule, whether the individual is paid or unpaid, and the timeframe of the internship in the space below:

[Click or tap here to enter text.](#)

V. Terms of Agreement:

1. Any of the above parties hereto may, upon giving thirty days of written notice, terminate this *Memorandum of Understanding*.
2. Revisions to this *Memorandum of Understanding* become effective upon approval of the parties hereto through written communication from all parties.
3. Polk State is committed to equal access/equal opportunity in its programs, activities, and employment. The College requests that the Placement Site and student intern commit to this as well. Therefore, Polk State and the Placement Site shall comply with Title VI of the *Civil Rights Act of 1964*, Title IX of the *Education Amendments of 1972*, Section 504 of the *Rehabilitation Act of 1973*, and Title II of the *Older Americans Amendments of 1975*, and all related regulations, as well as ensure that they do not, and will not, discriminate against any person on the basis of race, color, sex, creed, national origin, ethnicity, age, marital status, sexual orientation, genetic information, veteran status, or disability under any program or activity receiving Federal financial assistance. Nothing in this agreement is intended to be contrary to State or Federal laws. In the event of conflict between the terms of this agreement and any applicable State or Federal law, that State or Federal law supersedes the terms of this agreement. In the event of conflict between State and Federal laws, Federal laws will govern.

4. Periodic review of all programs and policies are conducted under the auspices of Office of the Vice President of Academic Affairs and the Office of the Vice President for Workforce Education and Economic Development at Polk State College.

As signed and agreed upon by:

Name of Placement Site/Agency Representative:

Printed Name: Click or tap here to enter text. Signature and Date: Click or tap here to enter text.

Office Address: Click or tap here to enter text.

Phone Number: Click or tap here to enter text. Fax: Click or tap here to enter text.

Email: Click or tap here to enter text.

Polk State College Student Intern:

Printed Name: Click or tap here to enter text.

Signature and Date: Click or tap here to enter text.

Polk State College Coordinator of Internships and Experiential Learning:

Printed Name: Click or tap here to enter text.

Signature and Date: Click or tap here to enter text.

Note: *This Memorandum of Understanding must be signed and dated by the Placement Site representative and student intern, and then returned to the Polk State Coordinator of Internships and Experiential Learning prior to initiation of the internship experience.*

8. INSURANCE INFORMATION FORM

Obtaining insurance coverage is a personal responsibility--and a personal decision-- for the student. The information provided here can assist the student in determining his or her insurance needs.

ACCIDENT/INJURY

Workman's Compensation: If a student is on a paid internship or a paid cooperative placement, the employer's Workman's Compensation Insurance covers the student in the event of a workplace accident or injury. A business may have an insurance rider that covers an unpaid intern or anyone serving in a volunteer capacity, but the student intern should confirm this through the organization's Risk Management division to know the status of his or her coverage while at an internship site.

Personal Health Insurance: A student may be covered by his or her personal health insurance (or that of a parent, if applicable).

Short-Term Health Insurance: If the student is required to carry health insurance but does not currently have coverage, he or she can opt to obtain private insurance on a month-to-month basis by an insurance provider of his/her choice. This type of insurance typically costs approximately \$20 to \$30 per month; more information can be obtained through a web search for medical insurance for college students.

LIABILITY

Florida Volunteer Protection Act: If a student is functioning as an unpaid intern in a non-profit setting, he or she is protected against any legal liability while performing within the scope of an assigned responsibility unless the student has received a stipend for services.

Professional Liability and Student Teaching Liability: In some settings, the student may be required or advised to obtain professional liability insurance (e.g., for student teaching). Some settings may provide this for the intern; however, such coverage may be limited, and the student may still be advised to carry his or her own professional liability insurance.

AUTO

Auto Insurance: Some internship placements may require the student to carry his or her own auto insurance if the student is driving as part of the internship activity.

INFORMATION SUMMARY

The student is responsible for obtaining the coverage needed for personal liability, health, and/or auto insurance when required, when the individual is not covered by the Placement Site, or when the individual is not covered through other means (e.g., personal insurance). Proof of coverage is required prior to the start of the internship in cases where it is required. Polk State College is not responsible for any illness, accident, or injury sustained by the student while on an internship. A student needing assistance in obtaining short-term insurance as is necessary for placement in a specific program-required internship must contact the Coordinator of Internships and Experiential Learning.

9. INTERNSHIP ATTENDANCE AND EXPERIENCE LOG TIMESHEET

Intern: Click or tap here to enter text.	Date: Click or tap here to enter text.
Internship Placement: Click or tap here to enter text.	Program: Click or tap here to enter text.
Placement Site Supervisor: Click or tap here to enter text.	Faculty Member: Click or tap here to enter text.

Week: (dd/mm/yy – dd/mm/yy)	Hours (Total hours for week)	Cumulative Hours (Total hours to date)	Supervisor's Signature (Initials weekly/Full signature for total)
1. Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
2. Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
3. Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
4. Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
5. Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
6. Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
7. Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
8. Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
9. Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
10. Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
11. Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
12. Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
13. Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
14. Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
15. Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
16. Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Semester Total: Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.

Experience Log (*This document should coincide with the Internship Learning Plan and Development Goals*)

Week: (dd/mm/yy – dd/mm/yy)	Skillsets or Competencies Developed (Technical aspects)	Learning Reflections
Example Entry: 10/15/12- 10/19/12	Example: Completed training on SmartTurn software for Purchasing and Inventory (P&I) Management	Example: Learned to use the software that helps maintain control over purchases, document inventory and supplies, and manage equipment while also controlling loss prevention. It is interesting to see how the business and technology often combine functions.
1. Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
2. Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
3. Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
4. Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
5. Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
6. Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
7. Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
8. Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
9. Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
10. Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
11. Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
12. Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
13. Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
14. Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.

15. Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
16. Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.

***Note:** The student should add rows to the sections as needed. When the internship is complete, the forms must be submitted to the Program Director if the internship is for college credit or part of a degree's curriculum. The forms may also need to be submitted to the Coordinator of Internships and Experiential Learning (as applicable). The student must maintain a copy of these documents in his or her personal records.

Polk State College is committed to equal access/equal opportunity in its programs, activities, and employment.

I attest that these hours are correct, and that I have accurately documented my times and experiences for this internship placement.

Student's Signature: Click or tap here to enter text. Date Submitted: Click or tap here to enter text.

10. INTERN PERFORMANCE EVALUATION TEMPLATE (Placement Site Supervisor/Program Director Version)

Supervisor's Name: _____ Dates of Internship: _____ to _____

Intern's Name: _____

Internship Location: _____

The questions on this evaluation align with the [Career Readiness Competencies](#) identified by the National Association of Colleges and Employers (NACE) as critical for a successful transition from college to the workplace. This form is intended to help the intern learn more about his or her strengths and the areas that might need focus to be maximally successful in the workforce after graduation. The intern is also encouraged to complete this form as a self-evaluation, reviewing his or her performance and experience. This activity prepares the intern for the one-to-one meeting with the supervisor.

Please rate the intern in the following areas:

Critical-Thinking/Problem-Solving Ability	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
1. Shows a sincere interest in understanding the organization, his or her role, and the assigned tasks.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Applies sound judgment based on an analysis of available data and information.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Demonstrates creativity in approaching tasks, solving problems, and overcoming obstacles.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Seeks resources and asks for help when unsure about how to proceed with tasks.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments: [Click or tap here to enter text.](#)

Communication and Leadership Skills	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
1. Clearly and efficiently conveys ideas orally to persons inside and outside the organization.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Communicates ideas clearly in writing in a manner suited to the intended audience.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Manages his or her emotions and works to understand and empathize with others.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Takes initiative and seeks opportunities to contribute.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Comments:Click or tap here to enter text.

Teamwork, Collaboration, and Intercultural Fluency	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
1. Builds constructive working relationships with individuals from a range of backgrounds.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Demonstrates inclusiveness, sensitivity, and respect for individuals' differences.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Contributes effectively to collaborative projects.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Adapts well to emerging requests from managers, coworkers, and customers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:Click or tap here to enter text.

Professionalism, Work Ethic, and Technology Skills	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
1. Demonstrates respect for organizational staff, policies, and norms.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Maintains a regular schedule, makes up missed hours, and is punctual and present.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Organizes and prioritizes work, manages time, and sees tasks through from start to finish.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Identifies and effectively uses appropriate technologies and programs to complete work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:Click or tap here to enter text.

Career Management	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
1. Accepts constructive feedback from others and is able to learn from mistakes.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Self-advocates in a professional manner.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Can identify personal strengths and weaknesses.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Can articulate the next steps to further prepare for the future and career goals.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments: Click or tap here to enter text.

If learning or performance goals were established, please describe the progress towards these goals.

Click or tap here to enter text.

What are the intern's greatest strengths and assets to the organization? If possible, please give specific examples and stories to illustrate these strengths.

Click or tap here to enter text.

What areas of growth could improve the intern's potential for success in the career field? If possible, please give one to three specific examples.

Click or tap here to enter text.

Supervisor's Signature: Click or tap here to enter text.

Date Signed: Click or tap here to enter text.

Intern's Signature: Click or tap here to enter text.

Date Signed: Click or tap here to enter text.

11. INTERN PERFORMANCE EVALUATION TEMPLATE

(Intern Version)

Supervisor's Name: _____ Dates of Internship: _____ to _____

Intern's Name: _____

Internship Location: _____

The questions on this evaluation align with the [Career Readiness Competencies](#) identified by the National Association of Colleges and Employers (NACE) as critical for a successful transition from college to the workplace. This form is intended to help the intern learn more about his or her strengths and identify areas that may need focus or improvement to be maximally successful in the workforce after graduation. The intern is encouraged to complete the form as if he or she were the manager, reviewing his or her personal performance and experiences. This self-evaluation prepares the intern for the one-to-one meeting with the Placement Site Supervisor or Program Director.

The intern:

Critical-Thinking and Problem-Solving Ability	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
1. Shows a sincere interest in understanding the organization, his or her role, and the assigned tasks.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Applies sound judgment based on an analysis of available data and information.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Demonstrates creativity in approaching tasks, solving problems, and overcoming obstacles.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Seeks resources and asks for help when unsure about how to proceed on tasks.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments: [Click or tap here to enter text.](#)

Communication and Leadership Skills	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
1. Clearly and efficiently conveys ideas orally to persons inside and outside the organization.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Communicates ideas clearly in writing in a manner suited to the intended audience.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Manages his or her emotions and works to understand and empathize with others.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Takes initiative and seeks opportunities to contribute.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:Click or tap here to enter text.

Teamwork, Collaboration, and Intercultural Fluency	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
1. Builds constructive working relationships with individuals from a range of backgrounds.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Demonstrates inclusiveness, sensitivity, and respect for individuals' differences.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Contributes effectively to collaborative projects.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Adapts well to emerging requests from managers, coworkers, and customers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:Click or tap here to enter text.

Professionalism, Work Ethic, and Technology Skills	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
1. Demonstrates respect for organizational staff, policies, and norms.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Maintains a regular schedule, makes up missed hours, and is punctual and present.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Organizes and prioritizes work, manages time, and sees tasks through from start to finish.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Identifies and effectively uses appropriate technologies and programs to complete work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:Click or tap here to enter text.

Career Management	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
1. Accepts constructive feedback from others and is able to learn from mistakes.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Self-advocates in a professional manner.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Can identify personal strengths and weaknesses.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Can articulate the next steps to further prepare for the future and career goals.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments: [Click or tap here to enter text.](#)

If learning and performance goals were established, please describe the progress toward these goals.
[Click or tap here to enter text.](#)

What are the intern's greatest strengths and assets to the organization? If possible, please give specific examples and stories to illustrate these strengths.
[Click or tap here to enter text.](#)

What areas of personal growth could improve the individual's potential for success in the career field? If possible, please give one to three specific examples.
[Click or tap here to enter text.](#)

Supervisor's Signature: [Click or tap here to enter text.](#)

Date Signed: [Click or tap here to enter text.](#)

Intern's Signature: [Click or tap here to enter text.](#)

Date Signed: [Click or tap here to enter text.](#)

12. STUDENT INTERNSHIP CHECKLIST FORM

<input type="checkbox"/>	<p>Email the Coordinator of Internships and Experiential Learning to schedule an appointment (internships@polk.edu).</p>
<input type="checkbox"/>	<p>Create a resume using the template in the <i>Polk State College Internship Handbook</i>, and then contact Career Services or the Coordinator of Internships for assistance with reviewing the resume.</p> <p>Note: <i>The student can email to request assistance with creating or updating a resume (internships@polk.edu).</i></p>
<input type="checkbox"/>	<p>Once the resume has been reviewed by a Polk State College staff member, the student needs to activate his or her Handshake account and upload the resume to this service.</p>
<input type="checkbox"/>	<p>Interview with the Internship Placement Site and, if selected, submit a list of tasks (i.e., if there is no job description posted in Handshake), and create an Internship Learning Plan and Development Goals to the Placement Site Supervisor and Program Director.</p>
<input type="checkbox"/>	<p>Schedule and complete an Internship Orientation. Review, sign, and date the Memorandum of Understanding (MOU) with the Placement Site Supervisor and submit this document to Internship Office.</p>
<input type="checkbox"/>	<p>Acknowledge receipt and indicate the intent to follow the guidelines discussed in the Polk State College Internship Handbook.</p>
<input type="checkbox"/>	<p>Complete the Internship Attendance and Experience Log Timesheets and submit these to the Internship Office weekly.</p>
<input type="checkbox"/>	<p>Complete the Mid-Term Evaluation and Final Internship Evaluation and submit these to the Internship Office.</p>
<input type="checkbox"/>	<p>Complete any program-specific documentation required for course credit (if applicable).</p>

13. POST-INTERNSHIP THANK YOU LETTER TEMPLATE

Note: While not required, it is strongly advised to send a post-internship thank you letter to those closely involved in the experience within a week following the conclusion of the internship. This helps the Placement Site Supervisor, manager, etc. to remember the intern fondly and encourages participation if the intern needs a reference; it also maintains the supervisor as a resource when career networking. The format below provides a basic outline for such a letter, and details can be included to personalize the note. Example letters, as well as more tips for what to write, can be obtained using the links below.

Outline for a Thank You Letter:

MM/DD/YY

[Internship Supervisor's Name – or Manager]

[Title]

[Organization]

[Address]

[City, State, Zip Code]

Dear [Dr./Mr./Mrs./Ms. Name],

I would like to take a moment to thank you for sponsoring my internship over the last three months. It has been an invaluable experience for me, and I hope I was able to provide some value to you as well.

Working with you has taught me so much about [field of study] and has allowed me the opportunity to apply what I have learned in my academic coursework at Polk State College within a real-world environment. Your breadth of knowledge, as well as the variety of opportunities that your organization has offered, provided an experience that was both exciting and challenging.

As I move forward in my professional endeavors, I will take with me all that I learned under your guidance with tremendous gratitude. I can only hope that I find full-time employment with an organization that is as competent and efficient as [Internship Site Name].

If there is anything I can do to be of assistance to you or the rest of the team, please let me know. I will miss the relationships I have formed over the last few months, and I would be thrilled to find myself at your organization once again sometime in the future.

With sincere thanks,

[Your Name]

[Professional Contact Information]

Sample Thank You Letters and more Content Tips:

- <http://internships.about.com/od/thankyounotes/a/postintthankyou.htm>
- <http://www.hercampus.com/career/how-write-thank-you-note-every-situation>
- <http://www.internships.com/student/resources/interview/followup/example-thankyou>

VIII. SUPPORT AND RESOURCES

Internship Assistance for Veterans

Polk State is proud of its Veteran Students and their service to this great Country. The College wants to assist veterans in making the transition from backpacks to briefcases, and from boots to suits. There are several ways in which the College can provide individualized assistance to help each Veteran Student reach his or her career goals.

Networking: A Veteran Student should visit the Internship page of the Polk State College website (<https://www.polk.edu/internship-program/>) as well as Career Services (<https://www.polk.edu/career-development-services/>), connect with the College via Twitter and Facebook, attend workshops, and work with College staff members directly while on campus. The student is also encouraged to meet personally with the Coordinator of Veterans' Services at Polk State, Byron Loyd (863.298.6886) and read about the various opportunities and services offered on campus (<https://www.polk.edu/admission-aid/veteran-information/>). A Veteran Student with disabilities should also connect with Kim Pearsall, the Director of Disability and Counseling Services (email: kpearsall@polk.edu, phone: 863.669.2309, office: LTB 1273).

The State of Florida also offers specific information, benefits, and services for Veterans (<http://floridavets.org/>) as does the Federal government (<http://www.benefits.va.gov/vocrehab/index.asp>).

Resumes: Polk State's Career Services Coordinators and the Coordinator of Internships and Experiential Learning can help identify transferrable skillsets from an individual's military experience for a business-ready resume. It is not uncommon for a Veteran Student to find it challenging to translate military experiences and training into business-related terminology. Polk State staff members can help with this task and make the resume shine. Some military experiences also translate to degree credits (cf. Veterans' Services Office).

Interviewing: The College can help a person to practice interview skillsets, prepare for questions, focus on answers, and provide examples of business-type scenarios that may be presented. Interviewing is a process through which a candidate shortens the distance to the job sought. The College can assist a candidate in framing his or her answers so that they resemble the language of a person who is confidently capable of the particular job or position.

Career Mentors: The College can connect the Veteran Student with a career mentor (either on or off campus, depending on the person's interests and needs). This gives the student a chance to gain personalized input and insight from someone who has achieved similar career goals and may have walked a similar pathway. Mentoring is an informal, voluntary connection that provides a learning shortcut regarding aspects of one's career goals.

Internships: The College can assist a Veteran Student in identifying Veteran-friendly employers and/or bridging the skills-gap from an individual's military experience to his or her desired work environment. Many employers give preference to Veterans to show appreciation for their service. The College works closely with its business partners in support of internships so that

the Veteran Student and Placement Site Supervisor have the resources needed throughout the internship experience. There are several organizations that focus efforts specifically on internships for Veterans such as: The Aurora Foundation (aurora4vets.org), and Gratitude America (gratitudeamerica.org), as well as others that give Veterans preferential consideration.

Internship Resources:

- <https://www.va.gov/jobs/> - Internships with the Veterans Administration
- <http://godefense.cpms.osd.mil/internships.aspx> - Government Internships (cf. Department of Labor, Department of Transportation, the State Department, and Internal Revenue Services)
- <http://studentveterans.org> –Support for College Student Veterans

Career and Internship Fairs: Polk State College provides time for Veterans to interact with employers prior to opening the doors to the other candidates. This provides opportunities to have one-to-one conversations with employers of interest. The College can also provide a list of local employers who give preference to Veterans to assist in seeking employment and internship opportunities.

Veterans-Preference Opportunities:

- <http://www.dol.gov/vets/> --Department of Labor--Veterans' Services
- <http://www.usajobs.gov> --USA Jobs Portal
- <http://jobs.irs.gov/midcareer/veteran-hiring.html> --Internal Revenue Services-- Veterans' Hiring Preference
- <https://militaryfriendly.com/> - A National List of Employers.
- <https://www.careersourcepolk.com/> - Polk County (cf. Veteran Services)
- <https://veteran.employflorida.com/vosnet/Default.aspx>- Florida Employment: Veterans' Portal
- http://explore.va.gov/employment-services/vocational-rehabilitation?gclid=CJ-qv5_jmMMCFWdo7AodMWQAzQ – Vocational Rehabilitation Services for Veterans.

Employers – Any employer interested in being listed as a Veteran-Friendly employer is encouraged to connect with Polk State College via the Coordinator of Internships and Experiential Learning, Career Source Polk, and the State of Florida (<http://www.employflorida.com/portals/veteran/>). The business can also register nationally (<http://recruitmilitary.com/>).

Professional Image: The College also offers resources and information to assist in shaping a person's overall image and branding as a civilian professional. The College offer workshops, attire assistance, and personalized guidance to ensure that a candidate feels confident in making the best first impression with prospective employers.

Rights within the Civilian Workplace: The *Uniformed Services Employment and Reemployment Rights Act* (USERRA) is a law with implications including protections from discrimination for Veterans ([US Office of Special Counsel USERRA website](http://www.userrra.gov/)).

Online Resources:

- **MyPlan** – This resource assists the Veteran Student with career planning based on interests and strength inventories.
- **Handshake** - This service, provided through registration with Handshake (www.joinhandshake.com) allows the student to look for internships and jobs, and to use resources to assist with career development.

Credit for Experience: Some military experiences can be articulated into college credit toward a degree. The Veteran Student should visit the Polk State website Prior Learning Assessment Portfolio page (polk.edu/pla), or contact Veterans' Services or the Coordinator of Internships and Experiential Learning for more information.

Note: More information about any of the above opportunities can be provided by the Coordinator of Internships and Experiential Learning, Matina Wagner (email: mwagner@polk.edu, phone: 863.298.6897, location: WFA 147C/LTB 1148).

Internships for Students with Disabilities

The information in this section is for a student with a documented disability for whom the *Americans with Disabilities Act* may apply. These resources provide general information for the student as he or she prepares to pursue an internship as part of an educational program.

An individual with a disability is someone who has a physical or mental impairment which substantially limits a major life activity, has a record or history of such an impairment, or who is regarded as having such an impairment.

Polk State College is committed to equal access/equal opportunity in its programs, activities, and employment.

Students with Disabilities:

The Office of Disability Services: A student with a documented disability should register with Office of Disability Services on campus and speak with the Coordinator for Disability Services about campus resources and options for work-based learning and internship opportunities. Though it is not the responsibility of the Coordinator of Disability Services to find an internship for an individual, he or she can often be a good place to start for information.

Career Services Center and Internships Office: If an individual is still determining a best-fit career field, the Career Services Coordinators can assist in determining a sector that fits a person's talents and interests.

If an individual is ready to pursue an internship, the Coordinator of Internships and Experiential Learning can assist in connecting the person with employers in a particular field of study. More information about internships is located on the Polk State website (polk.edu/interns).

Disability Documentation and Accommodations: The Coordinator of Disability Services and the Internship Coordinator need to be aware of the types of accommodations an individual may need to effectively perform in a work setting before the individual is placed in an internship (or early within the internship). Ample time is needed to complete any required testing to document the need for accommodations and determine the best setting. If an individual is unsure as to what accommodations might be needed, he or she should work with Coordinator of Disability Services to schedule any needed assessments and to identify what accommodations would best suit the particular environment and disability.

Transportation Needs: Transportation to and from the internship is the sole responsibility of the student; it is not the responsibility of Polk State staff members or the employer to get the student to the internship site. When selecting an internship, the student should evaluate whether or not transportation may present a problem, consider the arrangements that must be made, and discuss any issues with the Internship Coordinator so that he or she is aware of the situation and can assist with finding the most appropriate job match.

Self-Advocacy: Once the student begins an internship, it is critical to keep the Coordinator of Internships and Experiential Learning, as well as the Placement Site Supervisor or Program Director, informed of progress toward goals. It is especially important to convey any concerns related to training or inability to meet job-related duties that need to be addressed. If an accommodation is not working or an individual feels that he or she requires a different accommodation, this may or may not be possible--but all parties must be informed of any issues immediately. The individual should not wait for the internship to progress further before voicing concerns.

Personal Rights and Responsibilities: There are legal implications of the *Americans with Disabilities Act* (ADA) regarding what workplace accommodations an individual is entitled to under the law. If an individual does not self-identify and present current documentation of a disability, he or she may not be eligible to receive accommodations. The Coordinator of Disability Services can more information on accommodations in the workplace.

Employers:

Connect with Polk State: An employer should contact the Coordinator of Internships and Experiential Learning, as well as the Coordinator of Disability Services, to promote internship opportunities for students with disabilities and learn more about providing ADA-compliant opportunities for student interns.

Be Flexible and Collaborative: The workforce is changing. Some of the best employees are those who may have adjustments or accommodations needed for specific disabilities. Sometimes what is needed may be seemingly insignificant (e.g., special lighting, different seating, a special workspace arrangement, a computer adaptation) but it makes all the difference for the employee or intern who needs it.

Be Aware of Rights and Responsibilities: It is important for the employer to understand the law and to provide appropriate accommodations for individuals with disabilities. If an employer has questions or concerns regarding the requirements of the *Americans with Disabilities Act* (ADA), the Polk State Disability Support Services, Academic Affairs Office, Coordinator of Internships and Experiential Learning, and academic advisors may be able to address these concerns.

Train Staff: It is important to proactively and accurately inform staff members regarding diversity and disability awareness so that on-site supervisors and co-workers provide an inclusive and supportive working environment.

Key Steps within the Internship Planning Process for a Student with Disabilities

Identify an Internship Placement:

- The above information can assist in preparing and planning for an internship experience that meets an individual's needs and requirements.
- It is important for the student to work with the appropriate Polk State staff members to ensure that his or her needs are met and to provide ample time for any related assessments, documentation, or internship skills development.
- The student should consider ways to increase his or her experience prior to seeking an internship, such as volunteering, engaging in workplace observations, shadowing with a professional, and working with a Career Mentor.
- It is important to plan to allow plenty of time to secure the most appropriate internship.

Determine Internship Objectives:

It is important to develop the *Internship Learning Plan and Development Goals* with the assistance of the Office of Disability Services, the Coordinator of Internships and Experiential Learning, and the Placement Site Supervisor to allow for the intern's needs and educational requirements to be met during the internship. The student may also have assignments and/or goals from a practicum class (if applicable) to complete during the internship experience. Some suggested targets include:

- Develop and use a variety of skills needed by competent entry-level workers in the area of specialization in which the internship is completed.
- Exhibit positive attitudes and work cooperatively with supervisors and co-workers.

- Identify areas in which additional knowledge and/or skills are needed to perform competently in an entry-level position.
- Set goals and objectives for improving and/or developing additional knowledge.

Develop Career Skills and Document Learning:

- The student must work with the Coordinator of Internships or a Career Services Coordinator to develop a resume before contacting an employer to obtain employment.
- The student must work with the Coordinator of Internships or a Career Services Coordinator to develop and practice interview skills prior to the internship interview.
- The student must complete any necessary background checks as may be required for all employees at a given worksite prior to beginning the internship.
- Both the student and intern must sign the *Memorandum of Understanding* prior to starting the internship. This document can be amended to include any needed accommodations as part of the agreement (if necessary).
- The student must develop the *Internship Learning Plan and Development Goals* in collaboration with the practicum faculty member, the Coordinator for Disability Services, and the Coordinator of Internships and Experiential Learning (as appropriate).
- The student and Placement Site Supervisor must discuss the *Internship Learning Plan and Development Goals* and add to or adjust this document as needed for the setting, project, and work assignments.
- The student should meet as needed or desired with any involved Polk State College staff members and the Placement Site Supervisor to discuss and/or adjust the *Internship Learning Plan and Development Goals* or work duties in accordance with needed accommodations.
- The student must complete projects and work assignments as directed and use the support system as needed.
- As required, the student must track internship hours and log reflections on experiences and learning that took place.
- The student and the Placement Site Supervisor or Program Manager must complete the required evaluations for the work experience.
- At the completion of the internship experience, all evaluations and final paperwork must be submitted to the Placement Site Supervisor, practicum instructor or Program Director (if applicable), and the Coordinator of Internships and Experiential Learning.
- The student should follow up with thank you letters to those involved in making the internship a success.

Polk State Disability Services:

The Disability Services Advisor works with rehabilitation agencies to coordinate student services for individuals with disabilities (e.g., Division of Vocational Rehabilitation or the Division of Blind

Services). Designated parking spaces are available for an individual with disabilities who holds a state-approved permit; additional parking permits are not required while on campus.

The student is encouraged to contact a Disability Services Advisor to request special accommodations or auxiliary aids as needed. All information provided is voluntary and kept strictly confidential. The student should direct specific questions to the Campus Associate Dean of Student Services (Winter Haven Campus: 863.669.2305 or Lakeland Campus: 863.669.2823) or the following Polk State College staff members:

- *Mary Westgate, Winter Haven Coordinator of Student Services (email: mwestgate@polk.edu, phone: 863.292.3758, office: WAD 188)*
- *Simmi Johnson, Lakeland Coordinator of Career Testing and Student Services (email: sjohnson@polk.edu, phone: 863.669.2822, email: LTB 1286).*
- *Kim Pearsall, Director of Disability and Counseling Services (email: kpearsall@polk.edu, phone: 863.669.2309, office: LTB 1273)*
- *Jeannette Grullon, Winter Haven Coordinator of Career Development Services (email: jgrullon@polk.edu, phone: 863.292.3739, office: WAD 184)*
- *Stephanie Benton, Lakeland Coordinator of Career Development Services (email: sbenton@polk.edu, phone: 863.669.4908, office: LTB1148)*
- *Matina Wagner, Coordinator of Internships and Experiential Learning (email: mwagner@polk.edu, phone: 863.298.6897, office: WFA 147 or LTB 1149)*

Additional Resources:

- **Disability.gov:** <https://www.disability.gov/resource/internships-the-on-ramp-to-employment-a-guide-for-students-with-disabilities/>
- **Vocational Rehabilitation:** <http://www.rehabworks.org/>
- **The Americans with Disabilities Act (ADA):** <http://www.circuit5.org/c5/programs-services/americans-with-disabilities-ada-services/>
- **ADA Resources:** <http://www.adaresources.org/>

Polk State College is committed to equal access/equal opportunity in its programs, activities, and employment. For more information, an individual may visit: polk.edu/equity.

