



INTERNSHIP HANDBOOK

Academic Year 2015-2016

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This Handbook is intended for students, internship placement supervisors, and Polk State faculty and staff as a guide and resource for the internship process.



Students, alumni, and internship placements/employers are encouraged to enroll with us at <http://collegecentral/polkstate> to facilitate the internship and job placement process. The College Central resource provided by Polk State College requires only an e-mail address to set up and manage an account. Students may establish their e-mail addresses through www.polk.edu – Passport. Alumni may continue to use their Polk State e-mail addresses with their College Central account if desired. The College Central network includes internship and job postings from across the country in addition to the Polk State vicinity.

*Contact the Coordinator of Internships and Experiential Learning or either of the Career Service Coordinators for assistance.



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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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 Polk State College staff (Program Director, involved Faculty, and the Coordinator of Internships and Experiential Learning) throughout the internship process. Students are responsible for following the process as outlined in this handbook and for complying with all guidelines. **Placement Site Supervisors:** the sections of interest for you are noted below*.

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:

Thank you for your interest, support, and partnership with Polk State in offering an internship opportunity for our students. As the intern's placement site supervisor, you will be assisting the student in achieving his/her academic and career goals. You'll be providing formative, and in some cases, transformational experiences and guidance that will take the student closer to reaching his/her career goals.

To help us to better assist you, we ask that you register with us using the "employers" icon at <http://collegecentral.com/polkstate>. By doing so we are better able to facilitate the process of finding an intern who meets your position requirements.

After you've reviewed the student's resume, you are encouraged to interview him/her, and to select an intern that fits your position and organization.

Before the student begins his/her experience with you, we ask you to read and sign the Memorandum of Understanding. At mid-term and the end of the semester, we ask that you complete a student evaluation and share the feedback with the student. We will also request feedback from you on how we can improve our process at the end of the internship experience. Please let us know how we can assist you along the way.

*** Sections of interest for Site Supervisors in this Handbook:**

Section V – Professional Guidelines (for the students) – page 13

Section VII – Supervisory Responsibilities – page 17

Section VIII – Appendix (forms used during this process) – page 19

*There is a Supervisor's Handbook available for your convenience.

Students:

Congratulations on embarking on a career-based experience as part of your program of study or for your own personal and professional development. If completing an AS/BAS internship for course credit, please work with your Program Director to assure you have completed pre-requisites, enrolled in the proper course, and have met/obtained any specific course requirements/materials.

Program	Course Number / # credits	Program Director	Course Instructor
AA – Liberal Arts <i>(available by fall 2014 – optional elective)</i>	SLS 2941 Organizational Culture/Internship Exploration (1 credit)	Campus Deans, Contact your Advisor for eligibility/enrollment	<i>Other faculty/staff as indicated.</i>
Aerospace Science – AS <i>(optional)</i>	ASC 4940 Aerospace Internship	E. Crump Ecrump@polk.edu	E. Crump R. Wallace Rwallace@polk.edu
Business Supervision & Management – BAS <i>(optional)</i>	Capstone course or electives may be able to be used.	M. Lehoczky Mlehoczky@polk.edu	M. Lehoczky
Business Administration – AS <i>(required within all 4 concentrations)</i>	Management Practicum - MAN 2940 – 3 credits <hr/> MAN 2941, MAR 2941, or RMI 2941 / 2 credits each <hr/> Healthcare Administration Practicum - HSA 2941 / 2 credits	M. Lehoczky	M. Lehoczky L. Moore Lmoore@polk.edu <hr/> D. Anderson Danswerson@polk.edu
Criminal Justice	Criminal Justice Practicum - CCJ	C. Shea cshea@polk.edu	C. Shea
Digital Media Technology - AS <i>(required)</i>	Digital Media Internship and	E. Ivey Eivey@polk.edu	G. Johnson Gjohnson@polk.edu R. Joyce

	Portfolio Development DIG 2940 / 3 credits		Rjoyce@polk.edu
Early Childhood Education/ Mgmt. AS (required)	Internship in Early Childhood Ed - CHD 2940 / 3 credits	K. Greeson Kgreeson@polk.edu	D. Metcalfe Dmetcalfe@polk.edu
Engineering Technology - AS (<i>optional</i>)	Engineering Manufacturing - ETI 1949 / 2 credits	S. Hale shale@polk.edu	R. Frank rfrank@polk.edu
Network Systems Engineering Technology – AS (<i>optional</i>)	Network Engineering Technology Practicum CET 2940 / 3 credits	C. Bennett cbennett@polk.edu	J. Stewart Jstewart@polk.edu
Supply Chain Management – AS (<i>optional</i>)	Supply Chain Mgmt. Internship - MAN 1942	J. Bish Jbish@polk.edu	J. Bish

II.OVERVIEW

Are you thinking of a Polk State Internship before you graduate? Internships are a great way to gain experience and beef up your resume before hitting the job market. There are a few things to be aware of as you begin this journey.

First, what exactly is an internship?

An internship is career-related work experience that enhances a student's academic training and provides a real-world introduction to the student's chosen academic program of study/career. It is not necessarily a paid job.

We are here to help. The student intern will have the support of his/her Program Coordinator and the Internship Coordinator during the entire internship experience. The placement site supervisor will also have the support of the Coordinator of Internships and Experiential Learning during the process. We want to maintain a close partnership through open communication throughout the experience in order to assure success for both the student and the placement site.

However, before taking the next step, it's worth considering the variety of options available for gaining work-related experience. There are several different ways to participate in career development – see the Options section that follows for more information.

An internship could lead to a job opportunity, but it is not a guaranteed job nor is it necessarily a paid position. The purpose of an internship is to provide a hands-on learning opportunity within a real-world work environment to assist the student in meeting graduation requirements and/or to pursue career interests. Internships are governed under the DOL-FLSA; for more information on paid versus unpaid internships see Section V of the Internship Program handbook.

Note: International students attending Polk State on an Educational Visa must see their International Advisor and complete an I-20 form (with advisor's signature) and submit it to the Internship Coordinator for approval before applying for an internship or registering for internship credit. All international student employment is subject to USCIS (U.S. Citizen and Immigration Services) approval. <http://www.polk.edu/futurestudents/admission/internationalstudents/Pages/default.aspx>

What are my options?

The opportunities for students to gain experience related to their program of study may come in many different forms, with different levels of commitment and support. The following is a quick guide for students on the key differences.

Experience Category/Type	Definition	Key Aspects
Internship (or practicum)	<p>An internship is professional entry-level work and hands-on training experience in a student's related field of study.</p> <p>It is preferable that interns are paid as internships are subject to fair labor laws; however, an internship may be unpaid in the following situations: if the student is completing an internship as a curriculum requirement for graduation; if the organization is primarily a volunteer agency or a non-profit without the pay structure to compensate an intern; if 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); if the experience is on-the-job training that prepares the student for a paid internship or possible job placement; or if the internship earns course credit.</p>	<ul style="list-style-type: none"> • High commitment level on the part of the student and the internship supervisor. • Typically a set schedule for the length of a semester (or fast-track A or B). • May be competitive. Students will be interviewed and selected, or not, by the placement site staff. • Pay is set by the organization to be commensurate with an entry-level position or base pay for a position of the type of work being performed. • Interns are subject to the organization's policies and procedures. • Course credit may apply.

		<ul style="list-style-type: none"> • Experience may be used on a resume.
Co-Op or Apprenticeships	<p>Polk State offers some opportunities to gain experience on an on-going basis with certain organizations.</p> <p>These opportunities are typically employer-specific and designed to meet business needs as well as to enable students to gain experience.</p>	<ul style="list-style-type: none"> • See Career Services or the Coordinator of Internships and Experiential Learning for details and/or participating businesses.
Job Shadowing (Professional Observation Days – PODs)	<p>Job Shadowing is one of the most popular work-based learning activities because it provides students opportunities to gather information on a wide variety of career possibilities, settings, or specialties before deciding where they want to focus their attention.</p> <p>Typically a short-term experience to gain information, but may be associated with a course. Involves observing and interviewing and may involve documentation of observations/experiences.</p>	<ul style="list-style-type: none"> • Students may make their own arrangements to follow an individual in a career or setting of interest (for whatever length of time agreed upon) • Students interview individuals to gain information on job satisfaction, pay scale, and other key aspects • Unpaid. • See POD information for details
Volunteering	<p>Volunteering involves giving time, energy, and talent to an organization (charitable or non-profit) in a mutually beneficial way. Volunteering may offer opportunities for skill development, socialization, work experience, and enjoyment. It offers the chance to network in order to make contacts for possible employment.</p> <p>The length of commitment and the types of experiences vary.</p>	<ul style="list-style-type: none"> • Students select an organization or agency of interest to work for over a desired period of time. • Unpaid; may be included on a resume if a substantial amount of time/work was donated.
Job	<p>Many organizations promote from within and the best way to move up is to seek entry-level employment doing anything you can/want.</p>	<ul style="list-style-type: none"> • Polk State Career Services can be of assistance if pursuing a job as a career path starting place.

		<ul style="list-style-type: none"> • Resume builder!
Career Mentors	<p>Polk State offers the opportunity for students to connect with and learn from Career Mentors who can advise the student on ways in which they can most effectively pursue a career of interest.</p> <p>Benefits can include learning tips and pitfalls of the career path, as well as gaining an “insiders” point of view.</p>	<ul style="list-style-type: none"> • Students are paired with a professional in an area of interest to connect with for over a desired period of time. • May include shadowing • Unpaid; may be included on a resume if a substantial period of time was invested.
Still undecided?	Work with one of the Career Service Coordinators or the Coordinator of Internships and Experiential Learning to help you to determine your best career path	

Are you ready to pursue an internship? Take this quick “quiz” to see:

Yes	No	I have completed a minimum of 30 hours in my program of study (AS or AA).
Yes	No	I have a minimum GPA of a 2.0 (not applicable if internship is a program requirement (see Program Director for more information), or 2.5 for an international internship.
Yes	No	I am a student in good standing academically and financially with Polk State.
Yes	No	I have adequate time (minimum of 10 hours/week) and availability in my schedule during standard business hours (M-F 8:00-5:00) unless otherwise arranged through the Program Director, for an internship.
Yes	No	I have completed any academic prerequisites specific to my program of study.
Yes	No	I am at least 18 years of age and can provide my own transportation.

If you checked “no” on any of the above, address that item before requesting an internship. If you are not yet ready for an internship, see Career Services for assistance and opportunities.

III. STEPS IN THE INTERNSHIP PROCESS - Students

The next section is for students who are ready to move forward with the internship process. There are steps to be followed before, during, and after the internship. There are also forms/resources to be used and/or submitted. Please follow these steps throughout the process. If accessing forms online, click on the form title in **bold**.

Before the Internship:

1. To begin: enroll at <http://collegecentral.com/polkstate>; complete the **Intern Intake form**; create a **Resume**; e-mail form and resume to Matina Wagner, Coordinator of Internships and Experiential Learning, at MWagner@polk.edu. To meet with the internship coordinator, email to schedule an appointment and specify which campus.
2. If you need assistance with your resume, contact one of the career service coordinators, use the resources posted in college central, or contact the internship coordinator.
3. Hold an initial meeting with your Program Director (the Program Director will assist with the student's **Internship Learning Plan**. If you are earning credit for the internship, the program director will provide a grade for internship at the end of the process). You should also obtain any course specific materials as applicable.
4. Attend an interview prep session or workshop through the career service coordinators or internship coordinator prior to **interviewing** for your internship placement for best results. College Central also provides tips and videos on interviewing.
5. Attend an Internship Orientation in order to review your copy of this handbook and sign the Internship **Memorandum of Understanding**. This can be done online or in person.
6. Register for the appropriate program internship course credits if applicable.
7. Complete any other steps required by the program or placement as indicated.

During the Internship:

8. Start and complete the internship hours based on the agreed-upon schedule.
9. Meet with the placement supervisor to review, discuss, and implement your **Internship Learning Plan**. You should have regular supervisory meetings and meet with your Program Director at mid-term and again at the end of the semester to discuss the experience.
10. Complete the **Attendance and Experience Log** on a daily/weekly basis as appropriate. Use the reflections section to journal the training, experiences, and lessons learned along the way. Your Placement Site Supervisor will need to initial/sign your hours to validate them.

After the Internship:

11. Submit your **Attendance and Experience Log** to your Program Director and provide a copy for the Coordinator of Internships and Experiential Learning. The Placement Supervisor will complete a **Student Intern Evaluation** and send it to the Program Coordinator or the Coordinator of Internships and Experiential Learning. This Placement Site Supervisor will review this with you prior to the end of your internship.
12. Submit your completed **Internship Learning Plan (or program-specific materials as appropriate)** and **Internship Evaluation** to your Program Director and send a copy to the Coordinator of Internships and Experiential Learning.
13. Please send an **Internship Thank You Letter** to the placement supervisor and/or manager. It is also good practice to formally thank your Program Director for supporting you during your internship.

Internship Form Checklist (for students):

1	Register at http://collegecentral.com/polkstate
2	Internship intake form
3	Resume
4	Internship Learning Plan (or course curriculum materials)
5	Memorandum of Understanding (read and sign)
6	Internship Handbook (acknowledge receipt and intent to follow guidelines)
7	Attendance and Experience Log – unless Program provides an alternate form
8	Internship Evaluation
9	Any program-specific documentation required for course credit (if applicable)

Please see the Appendix for a complete list and example of forms. Also see any program-specific assignments, forms, resources, and/or responsibilities.



The difference between school and life? In school, you're taught a lesson and then given a test. In life, you're given a test that teaches you a lesson.

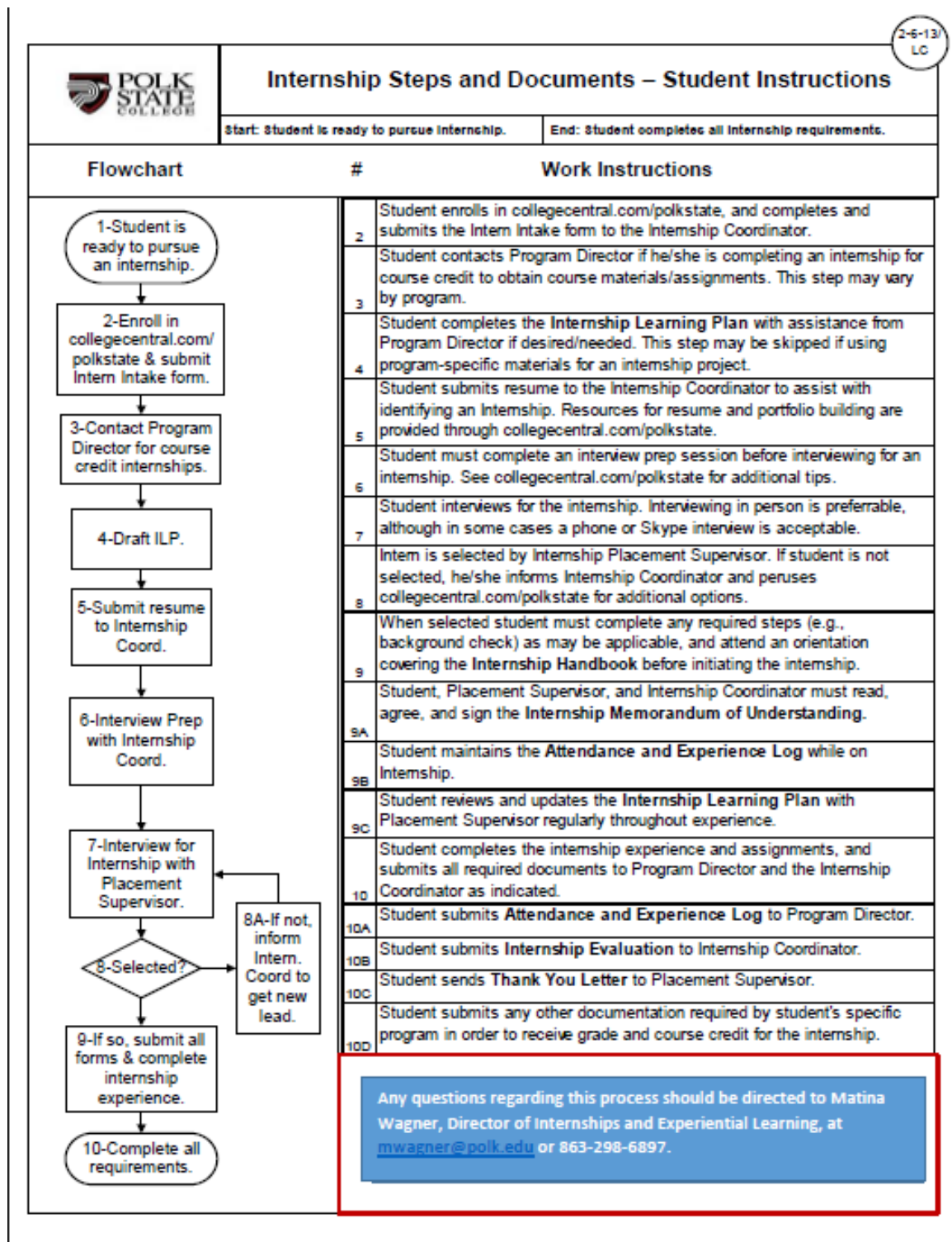
- Tom Bodett

It's what you learn after you know it all that counts.

- John Wooden



IV. Internship Process Steps with Instructions for each Form:



V. Intern Professional Guidelines and Safeguards for Behavior and Performance

A. Internship Professionalism Guidelines:

Schedule and Attendance: Interns should plan for and commit to the schedule they will be keeping with their internship placement during the placement's standard business hours. Maintaining a reliable schedule with dependable attendance is important.

Attire: Interns should wear attire that is suitable for the placement at which they are interning. This attire may not be the same as what is allowed in the classroom; interns will be expected to follow the company's policy for attire when at his/her internship. If in doubt, please discuss with your supervisor, Program Director, or the Coordinator of Internships and Experiential Learning.

Policies: Interns will be expected to know and follow the policies and procedures outlined in this handbook, of Polk State College, and with any applicable policies and procedures of the organization at which they are interning.

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: Keep your supervisor informed of your progress; talk honestly and professionally with your supervisor if you are experiencing any difficulties. Assure that your Program Director and/or Coordinator of Internships and Experiential Learning are informed of any concerns or difficulties experienced during the internship so that we can assist you in troubleshooting the situation professionally.

Confidentiality: Interns must maintain confidentiality regarding the placement site's business, customers, clients, and associates; and disclose information only on a "need-to-know" basis for the purpose of completing internship assignments. Specifically, do not name individuals in any context outside internship communication, do not discuss specific concerns regarding internship clientele or staff, and handle hard copies of any internship documentation appropriately (per internship site policy). Breaches in confidentiality and/or "gossip" are to be avoided at all costs. For additional information: <http://en.wikipedia.org/wiki/Confidentiality>.

HIPAA: The Health Insurance Portability and Accountability Act includes several parts, but interns need to know and comply with the Privacy Rule which serves to assure that individuals' health information is properly protected while allowing the flow of health information needed to provide and promote high quality health care and to protect the public's health and well-being. Strict compliance with all aspects of HIPAA is required of interns. For more information: <http://www.hhs.gov/ocr/privacy/hipaa/understanding/summary/index.html>.

Accommodations: Students in need of accommodations for a documented disability needed in order to successfully complete assignments need to inform the Internship Coordinator upon initiation of the internship. Placement Site Supervisors will provide reasonable, but not necessarily the exact, accommodation requested as per ADA requirements.

<http://www.eeoc.gov/policy/docs/accommodation.html>

STUDENTS: If you are concerned or unsure of how to address any particular issue in your internship, meet with the Internship Coordinator to explore options and possible approaches.

C. Internship Assignment Performance

Performance of Assigned Duties: It is important to know that as a student intern you are expected to perform your assigned duties to the best of your ability. If you are concerned about any assigned duties, please speak with your Program Director or the Coordinator of Internships and Experiential Learning as soon as possible. If you need to request additional assistance from your program of study to assist you in learning and performing program-specific skills, please speak with your Program Director or Course Instructor.

Note: Interns should address any performance concerns early! Faculty and/or the Internship Coordinator will attempt to assist you and the placement site supervisor in working through performance issues when requested, but essentially it is your responsibility to achieve success and respond to challenging situations with the appropriate attitude and positive response. An inability to satisfactorily perform the agreed upon duties or a breach in internship site policy could result in termination of the internship.

Professionalism: Professionalism is a quality that we wish all Polk State interns to demonstrate. It refers to the quality of the work provided by the intern. It involves being reliable and dependable, communicating respectfully and courteously at all times, displaying the desired skill sets, yet being willing to learn on the job, being accountable for one's work and willing to correct mistakes. Professionalism can mean different things in different places, and though it is not always defined for you explicitly, it is expected of you! For more information on professionalism: <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. State of Florida DOL guidelines will also apply. This status assures that as an intern you will be treated equitably and fairly under the law. Note: as an intern, you function in an “entry-level” position, and you may not always “like” your job duties. However, if you feel that you are being taken advantage of unfairly, please discuss these concerns with your Supervisor, Program Director, and Internship Coordinator. For more information on employment law that may affect you as an intern, please see: <http://www.dol.gov/>.

Legal Liability: Depending on the setting, interns may be exposed to highly sensitive information. It is critical you understand and adhere to the policies and legal-liability guidelines related to your placement site and activities. You are responsible for knowing and complying with any policies and guidelines that govern your assignments at an internship site and for upholding them. Likewise, if you are concerned about the activities of others that you have witnessed directly, you should bring those concerns to the attention of your supervisor as your presence during such conduct or actions can make you liable as a passive bystander. Please note that ignorance of the law does not presume innocence, nor is it a viable defense. **Note:** Any evidence of legal misconduct will not be tolerated. Consequences may include, but not be limited to, termination of the internship and an incomplete grade for the course. Depending on the severity of the issue, further legal actions could apply.

Safety: Every attempt to assure that an internship site maintains a safe work environment as required by law will be made. Similarly, students should make every attempt to become familiar with and comply with site-specific safety standards and policies while on an internship. Safety measures may include things such as, but not limited to: wearing Personal Protective Equipment (PPE), being trained on the proper use of equipment prior to using it, completing Blood Born Pathogen training, or learning appropriate ways to safely manage a combative patient. You should work closely with supervisors to assure you are properly prepared to safely conduct any internship tasks that could pose a risk to your health, safety, or well-being. Additionally, although personal safety is an individual responsibility, you are urged to communicate with the supervisor, Program Director, and/or the Coordinator of Internships and Experiential Learning if you have concerns. For more information on safety and related workplace issues: <http://www.osha.gov/>.

Harassment: It is often said, but not always true, that we teach others how to treat us through our own behavior. Assure that your behavior leaves no confusion about the fact that you are a professional in training. Even so, unlawful harassment is a form of discrimination that violates Title VII of the Civil Rights Act of 1964 and should not be tolerated. To do your part, always treat your co-workers, including other interns, clients, vendors, and others encountered on the job politely and professionally. Unwelcome, uninvited behavior with sexual, racial, or ethnic overtones occurring in the work place is unlawful harassment and it is illegal; alert your supervisor if you feel victimized by such behavior.

If your supervisor is not responsive to your concerns or you are unsure how to respond to a situation in which you feel harassed as a result of sex, race, age, disability, or other legally protected characteristics, please contact your Program Director and/or the Coordinator of Internships and Experiential Learning immediately. For more information please see: <http://www.eeoc.gov/>

VI. International Internships Overview

Background: Polk State offers Study Abroad opportunities, the Global Studies Certificate, and other Global Initiatives in alignment with and support of the college's Strategic Initiatives for Global Education. International Internships are a component of the college's Institute for Global Initiatives and are managed through the Polk State Internship Program (under the District Dean of Academic and Student Services) by the Coordinator of Internships and Experiential Learning.

Certificate/course credit: Students interested in a global internship experience may earn two of the five requirements toward completion of the Global Studies Certificate.

Students may earn course credit through either an AS or AA elective credit, as applicable for their program of study. The AS practicum courses for internship credit are detailed in Section I of the Internship Program Handbook. Course credit for AA students may be earned through SLS 2941 Organizational Culture/Internship Exploration (online). BAS students should speak to their Program Director for details regarding course credit eligibility (e.g., Capstone).

It is preferable that students earn credit and maintain their full course load during the term in which they pursue an international internship in order to secure any applicable financial aid.

Eligibility: This opportunity is open to any Polk State student who:

1. Is currently enrolled and in good academic and financial standing with the college.
2. Maintains a current GPA of 2.5 and has completed a minimum of 30 course hours within the AS/AA program.
3. Meets the Institute for Global Initiatives, and/or specific trip, criteria for international travel.
4. Meets any criteria specific to the internship location (e.g., foreign language skills, health, etc.).
5. Completes all requirements prior to trip departure (e.g., valid passport, medical/vaccination requirements, medical and travel insurance, final payment for trip, required documentation, attending all pre-trip meetings/orientation, etc.)
6. Is a minimum of 18 years of age.
7. Ideal students are also capable of functioning independently, curious regarding the host country's culture, responsible for adhering to any/all trip guidelines, and flexible regarding site experiences.

NOTE: See the *Institute for Global Initiatives* and/or *International Internship* site on polk.edu for additional details regarding travel abroad requirements. Any appeals to these criteria must be submitted through the Global Initiatives – Education Sub-Committee for review and final decision.

Polk State College maintains the right to cancel any travel abroad trip based on the Department of State Travel Advisory Warnings and/or as a result of lack of student participation or individual student cooperation.

International Internship trip locations: Mérida, Mexico (fall or spring term), China (summer).

Please see the specific trip information for details on the Global Initiatives website or contact Kim Simpson, Program Coordinator at ksimpson@polk.edu, 863.297.1010 ext. 6439.

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

Accommodations: In Merida, students are placed in family home stays upon completion of the on-site orientation. Home-stay sites are vetted by the resident coordinator and provide students with an upper-middle class home environment in which to reside and take meals while working locally. It is likely that other students (including those from Polk State) will also be staying at the same home-stay location.

In China, students stay in the dorms at a local college, or in a corporate apartment near the business in which the student is interning.

These expenses are part of the cost of the internship trip.

Internship placement sites: Students are placed by the resident coordinator based on several criteria:

1. Language skills (Spanish needed for Merida, Chinese not required for the China internship.)
2. Program of study/area of interest
3. Specific job/internship requirements

Students will take local transportation to and from their internship site. Students will be expected to meet any specific site requirements for their work experience. Students will complete an average of 30 work hours. If the student's AS practicum course requires more work hours than the student can earn in his/her international internship site, a companion internship placement will be secured either prior to or following the international internship trip as requested/required.

Students are not paid during their international internship experience. (Some stipends may be available for China internships.)

Excursions/entertainment: Several excursions to enjoy the area's history, natural beauty, and culture will be arranged as part of the on-site orientation upon arriving in Mérida and on weekends. Students are also encouraged to attend free local evening festivals and entertainment (with a Polk State travel buddy).

Cost: The cost for the international internship trips varies depending on several variables (namely airfare). See the Global Initiatives Program Coordinator for details.

Polk State College is committed to and encourages equal opportunity/equity/access for its programs, services and activities.

VII. Supervisory Responsibilities

The following are important guidelines for the Internship Placement Site Supervisor and the Program Director in order to achieve a beneficial internship experience.

Relationship Building and Supervision:

- Take time to get to know the student intern so you can best assist him/her as a supervisor. Ask about his/her goals and aspirations and about his/her needs/expectations of you as a supervisor. Likewise, you should share your needs and expectations of the intern.
- Build a supportive professional relationship that cultivates open communication. This should take place at the work site only. Contact with interns outside of business hours is discouraged.
- Ensure that the internship is a meaningful learning experience for the student by providing opportunities to apply what has been learned in the classroom.
- Provide training and all necessary resources for the position. Provide the intern with information that would be given to any new employee.
- Develop, implement and review the Internship Learning Plan in order to assist the intern in achieving the internship objectives.
- Assure that the intern is engaged in real work, completing his/her assigned duties efficiently and effectively, and striving to improve performance.
- Meet on a regular basis to assist the student in critical thinking and problem solving. Use of “coaching” skills will be an important tool to the supervisor as they aid the intern in gaining independence.
- Evaluate your intern’s progress and provide feedback often and in a constructive manner. Keep in mind that positive feedback reinforces good performance and achieves results up to 4 times faster and more effectively than constructive criticism alone.
- Provide opportunities for increased responsibility as the intern displays his/her ability to do so.
- The intern should generally be treated as a “regular” employee.
- Communicate any concerns, questions, changes or issues regarding the internship to the Polk State Coordinator of Internships and Experiential Learning.

Documentation and Meetings:

- Assure that the Coordinator of Internships and Experiential Learning has current information regarding the intern – including the supervisor’s contact information and the job duties required of the intern (a position description or equivalent)
- Assist the intern in achieving his/her Internship Learning Plan that articulates the student’s goals for the internship and how this placement will help him/her to achieve career objectives.
- Meet on a regular basis to discuss the intern’s assignments and performance.
- Complete a mid-semester evaluation and be available for a site visit from the Coordinator of Internships and Experiential Learning or the intern’s Program Director.
- Complete the intern’s end of semester evaluation and share feedback with the intern to assist him/her in continued growth and development. The Intern Evaluation should be provided to the Coordinator of Internships and Experiential Learning at the conclusion of the internship.

Supervisory Best Practices:

- Set a good example at all times.
- Explain what you're doing, how you're doing it, and why you're doing it.
- Repetition and routine are helpful for an intern's growth, but don't be afraid to ask the intern to stretch his/her skills and/or provide the intern with a variety of responsibilities.
- Set goals in small attainable steps to support success. Engage the intern in the process and review progress on a regular basis.
- Build the intern's independence by providing him/her with trouble-shooting tips and talking the intern through problem-solving steps. Rather than solving all problems for the intern, let the intern learn how to solve them.

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 support of Polk State College and his/her Program Director as well as the Coordinator of Internships and Experiential Learning. Please tap into these resources as needed so that we may partner for a successful internship! You may also find the following helpful to you as an Internship Supervisor:

- <http://cnmdallas.blogspot.com/2012/04/from-interns-mouth-best-practices-for.html>
- <http://www.internships.com/internmatters>
- <http://internships.about.com/od/corporateinternships/a/inbestpractices.htm>
- <http://www.internmatch.com/guides/ten-tips-to-effectively-manage-interns>



VIII. Appendix

Annotated Index of Internship Forms/Links

** Forms for the International Internship are located on the International Internship page on polk.edu.*

1. College Central and Intern Intake – <http://collegecentral.com/polkstate>. Once registered, students should send the Intern Intake form to the Coordinator of Internships and Experiential Learning.

2. Internship Site Request – Placement Sites and Employers enroll through <http://collegecentral.com/polkstate> using the “employer” tab. If the business does not have an e-mail address, complete this form and the Coordinator of Internships and Experiential Learning will enroll the business at College Central.

3. Internship Placement position description – Placement sites provide information in more detail regarding the specific needs, requirements, opportunities, and duties of the intern. This is shared with prospective interns so they understand the expectations of the position and site.

4. Internship Learning Plan – Students may wish to develop this with assistance from the Program Director and/or Placement Site Supervisor. This is not necessary if the student has program-specific materials to guide the learning process while on the internship.

5. Resume – Students provide a resume to the Coordinator of Internships and Experiential Learning when requesting an internship and may also upload it to their page at <http://collegecentral.com/polkstate>. Resume assistance is also provided at College Central.

6. Memorandum Of Understanding – This form is to be signed by the Placement Site Supervisor, Coordinator of Internships and Experiential Learning, and the student intern and reviewed with the student during Internship Orientation.

7. Insurance – Please see the information provided in this handbook regarding insurance.

8. Attendance and Experience Log – Students will keep this log updated throughout the internship experience. The Placement Site Supervisor will initial/sign to verify hours.

9. Student Intern Evaluation – Generic – the student’s program may require a more specific student intern evaluation.

10. Internship Site Evaluation – Students complete this at the end of the internship.

11. Internship Site Thank You Letter – Students are recommended to send a “thank you” following completion of the internship experience.

*** Note: Where program-specific resources exist, they will take precedence over forms provided in this handbook. Forms should be submitted in a timely manner to the**

Coordinator of Internships and Experiential Learning, the Program Director, or 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 <http://collegecentral.com/polkstate> where you can personalize your internship search. Once you have done so, in order to expedite the process, please provide the information requested below.

Submit this form by e-mail to the Internship Office at internships@polk.edu or by fax at (863) 669-4929. If you have questions, you can contact the internship office by e-mail or phone at (863) 298-6897.

To further assist you in preparing for an internship experience, please visit the Internship Website at www.polk.edu/internships.

Student's name:	GPA:
Program Director:	Program Status: (year/hours)
Program of Study:	Area of interest:
Student's e-mail:	Student's contact phone:
Are you seeking course credits?:	Type of business setting desired:
Course name/number:	Type of experience desired:

What are your hours of availability for the semester?

Is there any other information you believe we need to know before we pursue an internship for you?

Polk State College is committed to and encourages equal opportunity/equity/access for its programs, services and activities.

2. PLACEMENT SITE - INTERNSHIP REQUEST

(An electronic version of this form is available online at www.polk.edu/internships or you may enroll directly into <http://collegecentral.com/polkstate> and manage your account from the site once you receive a password from the Coordinator of Internships and Experiential Learning.)

Dear Placement Site Manager:

Thank you for your desire to establish a Polk State College student internship at your organization. Please provide the information below to enable us to successfully assist you.

If you have any questions regarding this form, establishing an internship, or about Polk State College, please contact the coordinator of Internships & Experiential Learning, at internships@polk.edu or 863-298-6897. For more information about Polk State College or our degree programs, please visit our website at polk.edu. We look forward to assisting you with a Polk State intern!

Polk State College is committed to and encourages equal opportunity/equity/access for its programs, services and activities.

Organization Name:	Contact's Name:
Type of Business:	Contact's Title:
Address:	Contact's E-mail:
Street/City/State/Zip	Contact's Phone:
Date of request:	
Duration of internship: 1 semester/ongoing/potential job:	Is this a paid internship? If so, wages/hour:
Desired program of study:	
Desired skill sets:	Necessary competencies:

Please list below the specific duties and/or projects to be assigned to the intern:

1.	5.
2.	6.
3.	7.
4.	8.

Semester/schedule (days/hours) of internship anticipated:

--

Is there any other information you would like us to know before we schedule student(s) to interview with you for this internship?

Thank you for your support of Polk State!

3. Polk State College Internship

Position Description

Semester/Year: _____ / _____

Businesses can build or upload their position descriptions at <http://collegecentral.com/polkstate> once they have enrolled. This outline is an example of what might be included in a position description.

NOTE: Polk State College is committed to and encourages equal opportunity/equity/access for its programs, services and activities.

Name of Organization:

Type of Business:
Internship Site Contact:
Contact's e-mail:
Contact's phone:
Address/location information:

Internship Position (or what most closely resembles the functional title):

Department/Division:
Intern will report to/Supervisor:

Desired Background:

Program of Study:
Additional Skill Sets (example: specific applications/programs or other skills, etc.):

Description of position and duties:

Purpose and value of position:
Project description:
Known duties to be assigned:
Additional office/business tasks:
Learning opportunities provided:

Other requirements of the position:

Physical requirements:

Travel:

Attire (e.g., business casual, business professional, etc.):

Rate of Pay (if applicable):

Hours/Schedule desired:

4. Internship Learning Plan (ILP)

PURPOSE

The purpose of this document is to identify the individual 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 his/her academic work with the workplace through "real-world" experiences. It is advised that the student seek input from a Program Director to assure 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 assure opportunities to achieve his/her goals.

I. Intern/Placement Information*

Intern:	Program Director:
Program:	Internship Semester/Year/time frame:
Placement site:	Placement Supervisor:
Location:	Hours/week:
Duties:	Projects:

*This information will be helpful 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?

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

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

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

3. List specific skill sets you possess that will be useful at this placement:

4. List your strengths/competencies as an intern entering this internship placement:

5. List specific areas that you hope to develop:

III. Professional Advancement

1. What are your career goals?
2. What specific activities at this internship placement (such as projects, work assignments or learning activities) would help you advance your career?
3. What are your supervisory needs as a student from your point of view?
4. In the event that your internship placement requires it, would you be willing to sign a “non-disclosure” agreement (check below). Be aware that confidentiality of business and client/customer data and information is required in any/all settings.
Yes - _____ No - _____

IV. Goals

Use this section to identify specific goals you would like to achieve while on your internship. You may add goals as desired. Suggested categories are provided below.

GOAL 1:

(E.g., Technical Goal – technical skills to enable student to develop stronger skill sets)

GOAL 2:

(E.g., Professional Goal – professional skills to enable student to achieve higher standards)

GOAL 3:

(E.g., Placement site goal developed with internship supervisor – specific to site skill sets)

V. Learning Plan – can add rows as needed.

Date/timeframe	Activity	Learning outcome

5. Resume

See resources available at <http://collegecentral.com/polkstate> for additional tips regarding resumes. Have your resume proofread by one of the Career Service Coordinators or the Coordinator of Internships and Experiential Learning before you send it anywhere. The following is a basic example of a resume outline:

Suzanette Smarts

863-608-2221 / SuzanetteSmarts@email.com

CAREER GOAL *(Include a career goal/objective to clarify your desired career path.)*

Experienced customer service provider with good technical skills seeking a business administration position in a growth-potential organization in which to contribute and advance.

STRENGTHS *(Highlight what you're good at.)*

Organized and efficient	MS Office Suite proficient	Customer-focused/friendly
Achieves deadlines	Strong Excel skills (advanced)	Effective problem solver

EDUCATION *(List education with most recent first; High School is not necessary.)*

Polk State College BAS - Business Administration (December 2014)

EXPERIENCE *(List jobs and volunteer experiences from most recent to oldest – use bullets to highlight duties/responsibilities; list 3-5 bullets only.)*

Company, city, state

Job title

- Job duty
- Job duty
- Job duty

Start – Finish

ORGANIZATIONS AND ACCOMPLISHMENTS

- Polk State club, position, time-frame
- Professional Association, position/membership, time-frame
- Professional committees, time-frame
- Achievement/Award, organization, date conferred

References Available Upon Request

(Your resume should be a truthful summary of your skills and experience, no longer than one page, in most cases. It should align with the position you are applying to and should be tailored toward the job's specific requirements.)

6. MEMORANDUM OF UNDERSTANDING

Polk State College Student Internship

This Memorandum of Understanding, effective _____, 2015 (date), is between Polk State College, hereinafter referred to as **Polk State**; _____ (Internship Placement: business/organization), hereinafter referred to as **the Placement**; and _____ (Polk State student), hereinafter referred to as **the Student**.

It is agreed by the aforesaid parties to be of mutual interest and advantage that the Polk State student involved in one of the academic programs at Polk State be given the opportunity for and benefit of experiential learning through an internship provided by the Placement.

The aforesaid parties understand the following:

I. The Placement agrees to:

1. Provide a planned, supervised program of internship experience that is mutually acceptable to Polk State and the Placement.
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 the 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, or whose health status becomes a detriment to the student's successful completion of the internship.
4. Permit the inspection of the Placement facilities, records pertaining to the internship experience, student records, and such other items pertaining to the Polk State student's internship as necessary.
5. Assign an internship supervisor (an employee of the Placement), who shall be a person mutually agreeable to Polk State and the Placement and who shall be 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 as soon as possible before the beginning date of the internship in order for the Placement to interview the Student and agree to provide the internship experience for said student.

2. Supply, with the student's permission, any additional relevant information required by the Placement prior to the employment of the student intern.
3. Assign to the Placement only those students who meet, so far as can be ascertained, the requirements of both the Placement and Polk State.
4. Make available a Polk State faculty or staff member to discuss with the Placement supervisor, the assignment to be assumed by the student in the internship program.
5. Comply with all established policies and practices of the Placement as such policies and practices are made known to Polk State. Polk State further agrees that students will be subject to all rules and regulations pertaining to regular employees of the Placement.
6. Notify all participating students that his/her appearance and performance on duty will be commensurate at all times with the position that they are preparing to assume.

III. The student agrees to:

1. Provide and maintain personal health, personal liability, and auto insurance as and where indicated, and complete any required background screenings (e.g., fingerprinting if required) at his/her own expense prior to beginning an internship.
2. Perform his/her duties in a professional manner and to follow the administrative policies and procedures of the Placement, including: confidentiality policies; human resources/personnel practices; Health Insurance Portability and Accountability Act (HIPAA); safety policies; Internship Placement protocol; etc., and if provided the student agrees to attend the Placement's employee orientation and/or any related training to facilitate this process.
3. Provide his/her own transportation and living arrangements and any other expenses incurred as part of the internship experience, such as supplies, Personal Protective Equipment, professional attire, etc.
4. Report to the Placement at the agreed-upon schedule of days, times, and hours on time, and to communicate in advance of a change 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.
5. Abide by the **Polk State College Internship Handbook**, and by the Polk State College Code of Student Conduct, and any other documents pertinent to his/her specific Polk State department/program as may define or relate to professional behavior in internships.

IV. It is mutually agreed that:

1. Polk State and the Placement 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 by any party(ies), which arise or allegedly rise out of action, inaction, or breach by their own employee, student, agent, or representative 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, Florida Statutes,

whether the claim is brought under contract, tort, negligence, equity or any other legal cause of action.

2. The Placement will assess no fees to Polk State or student for the use of the Placement's resources in connection with this internship program.
3. Add any details here, such as location, intern's schedule, paid/unpaid, time-frame of internship.

V. Terms of Agreement:

1. Any of the above parties hereto may, upon giving thirty (30) days' written notice, terminate this Memorandum.
2. Revisions to this Memorandum become effective upon approval of the parties hereto through written communication from all parties.
3. Polk State is committed to and encourages equal opportunity/equity/access for its programs, services and activities and requests that Placements and Students commit to this as well. Therefore, Polk State and the Placement 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, and assure 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 terms of this agreement and any applicable State or Federal law, that State or Federal law will supersede the terms of this agreement. In the event of conflict between State and Federal laws, Federal laws will govern.
4. Periodic reviews of programs and policies will be conducted under the auspices of Polk State Office of the Vice President of Academic and Student Affairs.

As signed and agreed upon by:

Name of Placement/Agency Representative

Printed Name: _____ Signature and date: _____

Office Address: _____

Phone: _____ Fax: _____ Email: _____

Polk State Student Intern

Printed Name: _____ Signature and date: _____

Coordinator of Internships and Experiential Learning

Printed Name: _____ Signature and date: _____

This Memorandum of Understanding should be signed and dated by the Placement representative and Student intern and returned to the Polk State Coordinator of Internships and Experiential Learning prior to initiation of the internship.

7. Insurance Information You Need to Know

Insurance coverage is an individual student's own responsibility and decision. The information provided here can assist you in determining your 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 covers the student in the event of a workplace accident or injury. A business may have an insurance rider that would cover an unpaid intern or anyone serving in a "volunteer" capacity, but the student intern should confirm this through the organization's Risk Management division in order to know the status of his/her coverage while at an internship site.

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

Short-Term Health Insurance: If the student is required to carry health insurance coverage but does not currently have coverage, the student 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-\$30/month and can be found 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/she is protected against any legal liability while performing within the scope of assigned responsibility unless the student has received a stipend for services.

Professional Liability/Student Teaching Liability: In some settings, the student may be required or advised to obtain professional liability insurance (e.g., 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/her own professional liability insurance.

AUTO

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

In summary, students are responsible for obtaining the insurance coverage needed for personal liability, health, and/or auto when required by and/or not covered by the internship placement or through another means (e.g., personal insurance). Proof of coverage will be required prior to the start of the internship in such cases. Polk State College is not responsible for any illness, accident, or injury sustained by the student while on an internship.

*Students needing assistance obtaining short-term insurance as may be required for a specific placement in order to participate in a required internship, contact the internship coordinator.

8. Internship Attendance and Experience Log

Intern:	Date:
Internship Placement:	Program:
Placement Supervisor:	Faculty:

Week of: (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.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			
11.			
12.			
13.			
14.			
15.			
16.			
Semester Total:			

Experience Log (should coincide with your Internship Learning Plan):

Week of: (dd/mm/yy – dd/mm/yy)	Skill Sets 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	E.g.: Learned to use the software that helps maintain control over purchases, inventory, supplies, and equipment and control loss prevention. Interesting to see how they are often combined functions.
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		
11.		
12.		
13.		
14.		
15.		
16.		

*Add rows to sections as needed. When complete, submit to your Program Director if completing a “for credit” internship as part of your curriculum. Maintain a copy for your records.

Polk State College is committed to and encourages equal opportunity/equity/access for its programs, services and activities. Concerns regarding access to experiential opportunities at the internship site should be brought to the attention of the Coordinator of Disability Services, the Director of Equity and Diversity, and the Coordinator of Internships and Experiential Learning.

I attest that these hours are correct and that I have accurately documented my time and experience for this internship placement.

Student’s Signature

Date Submitted:

9. Polk State College Internship Program

Student Intern Evaluation

By/Internship Supervisor: _____ At/Placement Site: _____

For/Student Intern: _____ Re/Period of Internship: _____

Internship Coordinator: _____ Program Director: _____

Please take a moment to provide feedback and to share it with your student intern at mid-term and at the end of the experience. If desired, please add any examples or substantiating comments to support your ratings. This is also available via electronic version if preferred. Thank you!

Polk State College is committed to and encourages equal opportunity/equity/access for its programs, services and activities.

STUDENT: (can be used at mid-term and again at the end of the semester to note progress)

Rating scale: 5-Excellent; 4-Good; 3-Average; 2-Needs Improvement; 1-Unsatisfactory

1. Attendance/Dependability/Reliability	5	4	3	2	1
Comments:					
2. Cooperation/Working with the Team	5	4	3	2	1
Comments:					
3. Conduct/Behavior/Adherence to Policies	5	4	3	2	1
Comments:					
4. Communication – spoken and written	5	4	3	2	1
Comments:					
5. Ability to follow directions/execute assignments	5	4	3	2	1
Comments:					
6. Ability to problem solve/trouble-shoot	5	4	3	2	1
Comments:					
7. Application of supervisory feedback	5	4	3	2	1
Comments:					
8. Use/application of equipment/technology/computers	5	4	3	2	1
Comments:					
9. Application of classroom knowledge	5	4	3	2	1
Comments:					
10. Independence/Professionalism	5	4	3	2	1
Comments:					

OVERALL EXPERIENCE: (to be provided and completed at the end of the internship)

Rating scale: 5-Strongly Agree; 4-Agree; 3-Neutral; 2-Disagree; 1-Strongly Disagree

1. I received information on my Intern in a timely manner.	5	4	3	2	1
Comments:					

- | | | | | | |
|--|---|---|---|---|---|
| 2. I received information on the process in a timely manner. | 5 | 4 | 3 | 2 | 1 |
| Comments: | | | | | |
| 3. The Polk State faculty/staff were responsive to my needs. | 5 | 4 | 3 | 2 | 1 |
| Comments: | | | | | |
| 4. The resources shared by Polk State were beneficial/helpful. | 5 | 4 | 3 | 2 | 1 |
| Comments: | | | | | |
| 5. My organization benefitted from this experience. | 5 | 4 | 3 | 2 | 1 |
| Comments: | | | | | |
| 6. I benefitted from this experience. | 5 | 4 | 3 | 2 | 1 |
| Comments: | | | | | |
| 6. I would participate in a Polk State Internship program again. | 5 | 4 | 3 | 2 | 1 |
| Comments: | | | | | |
| 7. I would recommend the Internship program to others. | 5 | 4 | 3 | 2 | 1 |
| Comments: | | | | | |
| 8. What I liked best about having an Intern from Polk State was: | | | | | |
| 9. What I think needs improvement is: | | | | | |
| 10. Any other feedback about your experience that you would like to share with us? | | | | | |

Thank you for completing this evaluation and providing us valuable feedback.

Please return it to [internships @polk.edu](mailto:internships@polk.edu) or mail to:

Office of Internships & Experiential Learning, Polk State College,
999 Ave. H, N.E., Winter Haven, FL 33881-4299.

For the electronic version of this evaluation contact the Internship Office (above).

10. Polk State College Internship Program

INTERNSHIP SITE EVALUATION

BY/STUDENT INTERN:

SEMESTER / YEAR:

FOR/PLACEMENT SITE:

STUDENT'S PROGRAM:

Your recent participation in the Polk State Internship Program provided you an opportunity for practical experience and served as a component of your education. Please complete the questions below to help us assess the effectiveness of your experience in:

- Meeting your educational goals
- Supporting your career goals
- Assuring us that your cooperative participation in this effort was time well spent
- Allowing us to evaluate the effectiveness of the intern program overall

Rating Scale: 4 = very valuable; 3 = mostly valuable; 2 = somewhat valuable; 1 = not valuable

1. How valuable was this work experience to you in:

- | | | | | |
|--|---|---|---|---|
| • helping you decide on a future career
(either by confirming or ruling-out) | 4 | 3 | 2 | 1 |
| • learning new skills or techniques | 4 | 3 | 2 | 1 |
| • applying, integrating, or making relevant the knowledge gained from your courses | 4 | 3 | 2 | 1 |
| • clarifying your future educational goals | 4 | 3 | 2 | 1 |

2. How would you rank the overall contribution and support of:

- | | | | | |
|--|---|---|---|---|
| • The specific placement site experiences | 4 | 3 | 2 | 1 |
| • The mentorship from your assigned supervisor | 4 | 3 | 2 | 1 |

Please respond to each statement below:

A = Agree; S = Somewhat Agree; D = Disagree

- | | | | |
|---|---|---|---|
| 3. The description of the internship matched your needs. | A | S | D |
| 4. Adequate coaching was provided for the assigned tasks. | A | S | D |
| 5. Your supervisor gave assistance when needed. | A | S | D |

6. Facility, equipment, and supplies were satisfactory to meet your needs. A S D
7. You would recommend this placement site to other students. A S D
- Explain:

8. What do you feel are the strengths of this work experience?

9. What do you feel are the weaknesses of this work experience?

10. What changes would have made your work experience more meaningful?

Please assess the overall POLK STATE Internship program experience: (using the 1-4 scale from above.)

- | | | | | |
|--|---|---|---|---|
| 1. My placement interests (type/location) were considered. | 4 | 3 | 2 | 1 |
| 2. I received communication in a timely manner. | 4 | 3 | 2 | 1 |
| 3. I received assistance as requested in a timely manner. | 4 | 3 | 2 | 1 |
| 4. Resources and information were helpful and accessible. | 4 | 3 | 2 | 1 |

5. What suggestions do you have for improving the Polk State Internship Program?

6. What other input would you like to provide about your internship experience?

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Thank you for your feedback and for participating in the Polk State Internship Program!
Please submit your placement site evaluation form to the Internship office at internships@polk.edu

11. Post-Internship Thank you Letter

While not required, it is advised to send a post-internship “thank you” letter within the week following conclusion of your internship. Please see the format below for a basic outline of the letter. Example letters as well as more tips can be obtained using the links below.

Outline for 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’d like to take a moment to thank you for sponsoring my internship over the last 3 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’ve 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 offered me 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 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 your team, please let me know. I will miss the relationships I’ve formed over the last few months, and I would be thrilled to find myself at your organization once again.

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://ucs.yalecollege.yale.edu/sites/default/files/PostInternThanks.pdf>

<http://www.hercampus.com/career/how-write-thank-you-note-every-situation>

<http://www.internships.com/student/resources/interview/followup/example-thankyou>

SUPPORT AND RESOURCES SECTION

1. Internship Assistance for Veterans

Polk State is proud of our Veteran Students and of your service to our Country, and we want to assist you in making the transition from backpack to briefcase and boots to suits. There are several ways in which we can provide individualized assistance to help you reach your career goals, including:

Get Connected: visit the polk.edu/interns and the polk.edu/careerlaunch websites; connect with us on Twitter and Facebook, attend our workshops, and work with us directly (scroll down for contact info). Connect with Polk State Veterans Assistance Services through Professor Carol Toney: ctoney@polk.edu , 863.298.6886, and polk.edu/admission-aid/veteran-information/. For students with disabilities, please also connect with Melissa Futia, Coordinator of Disability Services at mfutia@polk.edu, 863.297.1010 ext. 5246. Connect with the State of Florida via: <http://floridavets.org/> and find out more about your VA benefits: <http://www.benefits.va.gov/vocrehab/index.asp> .

Resumes: the Career Services and Internships staff can help you to identify the “transferrable” skill sets from your military experience for your business-ready resume. Frequently Veteran students know how to describe their experience and skills in military terms but need assistance in reworking those skills into business world terms—we can help!

Interviewing: we can work with you to practice your interview skills and to focus your answers and examples on business-type scenarios. Interviewing is a process through which a candidate shortens the distance between themselves and the job they seek. We can assist you in framing your answers so that they resemble the job you want rather than the military “job” in which you gained the experience.

Career Mentors: we can connect you with a career mentor either on or off campus (depending on your interests and needs). This gives you a chance to gain personalized input and insight from someone who has achieved the career goals you have and who may have walked a similar pathway. Mentoring is an informal, voluntary connection offered to shortcut the learning between you and your career goal.

Internships: we can assist you in identifying “Veteran-Friendly” employers and/or bridging the skills-gap from your military experience to your desired work environment. Many employers give preference to Veterans to show appreciation for your service, and we work closely with our business partners in support of internships so that you and the supervisor have resources as needed throughout your internship experience. There are a number of organizations that focus their 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:

<http://mycareeratva.va.gov/> - internships with the VA

<http://godefense.cpms.osd.mil/internships.aspx> - Government internships (see also Dept. of Labor, Dept. of Transportation, the State Dept., Internal Revenue Services, etc.)
<http://studentveterans.org> – student support for fellow college student veterans

Job/Career/Internship Fairs: we provide time for Veterans to interact with employers prior to opening the doors for the other candidates. Take advantage of these opportunities to have one-on-one conversations with employers of interest. We can also provide a list of local employers who give preference to Veterans to assist you in seeking out those opportunities.

Veterans Preference:

<http://www.dol.gov/vets/>
<http://www.usajobs.gov>
<http://jobs.irs.gov/midcareer/veteran-hiring.html>
<http://militaryfriendly.com/employer-list> - for a national list of employers.
<https://www.careersourcepolk.com/> - Polk County - see Veteran Services
<http://www.employflorida.com/portals/veteran/> - Florida employment portal for Vets
http://explore.va.gov/employment-services/vocational-rehabilitation?gclid=CJ-qv5_jmMMCFWdo7AodMWQAzQ – Vocational Rehabilitation services for Veterans.

[Employers – if you're interested in becoming a "Veteran-Friendly" employer, connect with us, with Career Source Polk, with the State at <http://www.employflorida.com/portals/veteran/>, and/or register nationally at: <http://recruitmilitary.com/>]

Professional Image: we have resources and information to assist you in shaping your overall image as a civilian professional. We offer workshops, attire assistance, and personalized guidance to assure that you make the right first impression with prospective employers.

Know Your Rights within the civilian workplace: The Uniformed Services Employment and Reemployment Rights Act (USERRA) is a law with implications including protection for Veterans from job discrimination: [US Office of Special Counsel USERRA website](#).

Use our on-line resources:

- **MyPlan** – this resource can assist you with career planning based on interest and strength inventories.
- **College Central Network** - register with us at <http://collegecentral.com/polkstate> to look for internships, jobs, and to use resources to assist you with career development.

Credit for Experience: to learn more about how you can use your military experience for college credit, visit polk.edu/pla or contact the Internship & Experiential Learning Office.

For more information or assistance with any of the above, contact us:

Matina Wagner, Coordinator of Internships and Experiential Learning: MWagner@polk.edu, 863.298.6897, WFA 147/LTB 1148
Jeannette Grullon, CSC-Winter Haven: jgrullon@polk.edu, 863.292.3739x5479, WAD 184
Parris Jones, CSC-Lakeland: pmjones@polk.edu, 863.297.1010, LTB 1148 (Student Services)

We look forward to serving those who have served our country! Let us know how we can help!
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2. Internships for Students with Disabilities

The information in this section is for students with a documented disability for whom the Americans with Disabilities Act may apply. These resources provide general information for those students as they prepare to pursue an internship as part of their 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 is regarded as having such an impairment.

It is unlawful to discriminate against someone solely because of his/her association with an individual with a disability. Polk State College is committed to and encourages equal opportunity/equity/access for its programs, services and activities.

For Students with Disabilities:

- **Office of Disability Services:** Register with Disability Services on campus and speak with the Coordinator for Disability Services or one of the Student Success Counselors about campus resources and options for work-based learning/internships. Though it is not the responsibility of Coordinator of Disability Services to find you an internship, she can often be a good place to start for information.
- **Career Services and Internships:** If you are still determining what field is right for you, contact one of the Career Services Coordinators within Student Services, and she can assist you in finding a career that's right for you.
If you're ready to pursue an internship, contact the Coordinator of Internships and Experiential Learning, who can assist you in connecting with employers in your field of study. Visiting polk.edu/interns for more information about getting started with an internship.
- **Document your disability needs:** Let the Coordinator of Disability Services and Internship Coordinator know what accommodations you might need to effectively perform in a work setting early on before you are placed in an internship so that ample time can be made to complete any required testing to document the need and to make arrangements. If you are unsure as to what accommodations you might need, work with Coordinator of Disability Services to schedule any needed assessments and to identify what accommodations would best suit your particular disability.
- **Consider transportation needs:** It is your responsibility, not the responsibility of Polk State staff or the employer to get you to your internship site. When selecting an internship, evaluate whether or not transportation will be a problem, find out what arrangements can be made, and discuss your needs with your Internship Coordinator so

that he/she is aware of the situation and can help you find the most appropriate job match.

- **Be your own best advocate:** Once you start an internship, keep the Coordinator of Internships and Experiential Learning and on-site supervisor informed of your progress and if you have any learning or functioning needs that are not being met. If an accommodation isn't working and/or if you need a different accommodation, be sure to keep all parties informed as you go rather than waiting until after the internship is over to voice your concerns.
- **Know your rights and responsibilities:** Be aware of the legal implications of the Americans with Disabilities Act (ADA) and what workplace accommodations you are entitled to under the law. If you do not self-identify and present current documentation of your disability, you might not be eligible to receive accommodations. Consult your institution's Coordinator of Disability Services office to obtain more information.

For Employers:

- **Connect with Polk State:** Work with the Coordinator of Internships and Experiential Learning, and disability service providers to promote internship opportunities to students with disabilities, and to learn more about how you can provide ADA compliant opportunities for student interns.
- **Be flexible and collaborative:** The workforce is changing. Some of the best employees are those that you may have made adjustments or accommodations for as a result of a disability. Sometimes what may be needed is small: lighting, seating, workspace arrangements, computer adaptations, etc., but it makes all the difference for the employee/intern who needs it.
- **Know your rights and responsibilities:** Take a closer look to assure that you understand the law and provide appropriate accommodations for individuals with disabilities. If you have questions or concerns, seek consultation on the Americans with Disabilities Act (ADA). Disability Support Services, Academic Affairs offices, Coordinator of Internships and Experiential Learning, and academic advisors/departments might be able to address your concerns.
- **Train your staff:** Assure that you proactively and accurately inform your staff on diversity and disability awareness so that on-site supervisors and co-workers are informed and supportive.

Key steps within Internship Planning Process

Obtain a suitable Internship Placement

- The above information can assist you in preparing and planning for an internship experience that meets your needs and requirements.
- Work with the appropriate Polk State staff to assure that your needs will be met and provide ample time for any related assessments, documentation, or internship development.

- Consider ways to increase your experience prior to seeking an internship, such as: volunteering, workplace observing/professional shadowing, and/or working with a Career Mentor.
- Plan ahead to assure that you have plenty of time to secure an appropriate internship.

Student Objectives for the Internship

It will be important to develop an Internship Learning Plan with the assistance of staff from the Office of Disability Services as well as the Coordinator of Internships and Experiential Learning and placement site supervisor to assure that the intern's needs and educational requirements are met during the internship. Students may also have assignments and/or goals from the practicum class (if applicable) to complete during the internship experience. 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/employees.
- Identify areas in which additional knowledge and/or skills are needed to perform competently in entry-level jobs.
- Set goals and objectives for improving and/or developing and gaining additional knowledge.

Career Development and Documentation:

- Students will work with the Coordinator of Internships and Experiential Learning or Career Services Coordinator to develop a resume, in order to contact the employer and obtain employment.
- Students will work with the Coordinator of Internships and Experiential Learning or Career Services Coordinator to develop and practice interview skills prior to interviewing for the internship.
- Complete any necessary background checks as may be required for all employees prior to beginning the internship.
- 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.
- Develop an Internship Learning Plan in collaboration with practicum faculty, the Coordinator for Disability Services, and the Coordinator of Internships and Experiential Learning, as appropriate.
- Discuss the learning plan with the internship supervisor and add or adjust it as needed for the setting and the project/work assignments.

- Meet as needed or desired with any/all involved staff from Polk State and the internship site in order to discuss and/or adjust internship or work plans in accordance with needed accommodations.
 - Complete projects and work assignments as directed and use the support system as needed.
 - Track internship hours and log reflections on experiences and the learning that took place.
 - Complete an evaluation of work experience.
 - Submit all final paperwork to the internship site, practicum instructor (if applicable), and Coordinator of Internships and Experiential Learning.
-

Polk State Disability Services:

The Disability Services Advisor works with any rehabilitation agency, such as the Division of Vocational Rehabilitation or the Division of Blind Services, to coordinate student services for students with disabilities. Designated parking spaces are available for students with disabilities who hold state-approved permits; additional parking permits are not required.

Students are encouraged to contact a Disability Services Advisor to request special accommodations or auxiliary aids. All information provided is voluntary and kept strictly confidential. If you have additional questions, please contact the Associate Dean of Student Services at either campus: 669-2305 (on the Winter Haven campus) or 669-2823 (on the Lakeland campus) and/or the following Polk State staff:

Melissa Futia, Coordinator of Disability Services: mfutia@polk.edu, 863.297.1010 ext. 5246

Mary Westgate, Coordinator of Special Services for students (WH): mwestgate@polk.edu, 863.292.3758, WAD 179

Simmi Johnson, Coordinator of Career Testing and Special Services (LKLD): sjohnson@polk.edu, 863.669.2822, LTB 1286.

Kim Pearsall, Academic Success Counselor (LKLD), kpearsall@polk.edu, 863.669.2309, LTB 1273

Pairris Jones, Career Service Coordinator (LKLD), pmjones@polk.edu, 863.297.1010 ext. 6121

Jeannette Grullon, Career Service Coordinator (WH), jgrullon@polk.edu, 863.292.3739, WAD 184

Matina Wagner, Coordinator of Internships and Experiential Learning, mwagner@polk.edu, 863.298.6897, WFA 147c/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/>

ADA: <http://www.circuit5.org/c5/programs-services/americans-with-disabilities-ada-services/>

ADA Resources: <http://www.adaresources.org/>

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