



CHOWAN UNIVERSITY

DEPARTMENT OF BUSINESS

INTERNSHIP MANUAL 2021-2023



INTRODUCTION TO BUS 490—BUSINESS INTERNSHIP

The Department of Business at Chowan University views its Business Internship Program (BUS 490) as a valuable contribution to the student's educational process. To help students grow the skills they will need to be successful in business, an internship is a graduation requirement. Experience in the working world, balanced with the theories learned in the classroom, helps the student gain a competitive edge in the job market.

An internship is a substantive field experience in accordance with a prearranged agreement with a cooperating business. The internship experience is not merely employment with no thought as to job responsibilities or content, nor is it just another line on a resume. It is a goal-oriented learning experience useful to the intern and the cooperating business.

Participation in the internship program enables the student to simultaneously gain valuable professional experience and university credit toward graduation. The internship is available only to students in good academic standing. Upon successful completion of an internship, the student intern is assigned a grade and is awarded between one and three semester hours of credit for BUS 490, depending on the original structure of the specific internship.

The course is an integral segment of the student's curriculum. In many ways, the internship program will be the first crucial test of the student's use of professional skills. Education comes alive through opportunities to closely integrate classroom studies, work experience, and research. The internship supervisor will be responsible for relating academic concepts and principles to specific work assignments and helping to develop the student's professional skills within the framework of the internship program.

Although students prefer internships that afford monetary compensation, some internships may be nonpaying, particularly if the internship is with a not-for-profit organization. The nature of the position and prior arrangement with the cooperating business will determine the compensation policy for each internship position.

RATIONALE AND OBJECTIVES OF THE BUSINESS INTERNSHIP PROGRAM

The Department of Business at Chowan University recognizes the need to unify the educational process with the practical lessons derived from experiential learning. The objectives of BUS 490- Business Internship are:

- ⇒ *To meet the needs of students by enabling them to gain practical work experience prior to completing degree requirements.*
- ⇒ *To promote the professional and personal development of students.*
- ⇒ *To link insights and skills developed in an academic setting to 'real world' situations.*
- ⇒ *To help meet the needs of cooperating businesses.*
- ⇒ *To enable cooperating businesses to preview and assess the potential of interns as possible employees.*
- ⇒ *To assist area businesses in building a pool of trained people to fill upcoming positions.*
- ⇒ *To increase the profile of the Department of Business within the regional business community.*

These are risk-free opportunities, as there are absolutely no long-term employment commitments required of the cooperating businesses.

APPLICATION AND SELECTION OF BUSINESS INTERNS

A student interested in the Business Internship Program must locate an internship opportunity and then complete all sections of the application (p.7). The **student is responsible** for discussing the application with his/her academic advisor, receiving the advisor's signature, and delivering the application to the Dean of the School of Business & Design, who approves or rejects the application. Approved applications are forwarded to the Registrar for verification, after which the Registrar's Office will enroll the student in the appropriate course section.

The selection of interns to participate in BUS 490 will be determined as follows:

- ⇒*The student must be enrolled as a Business major.*
- ⇒*The student's internship must be directly related to his/her field of study.*
- ⇒*The student must have a 2.0 or better grade point average on all business courses attempted.*
- ⇒*The student must be a junior or senior.*
- ⇒*The student seeking an internship position must be accepted by the cooperating business.*

PROFESSIONAL AND PERSONAL SKILLS DEVELOPMENT

The Business Internship Program at Chowan University will contribute to the professional and personal development of students in the Department of Business. Some of the benefits to the student are the following:

- I. Attitudes and Values Development
 - a. To become aware of and analyze one's own value orientations and beliefs about people and the problems they bring to the work environment.
 - b. To enhance one's understanding of the professional ethics required in the workplace.
- II. Professional Skills Development
 - a. To learn to organize one's workload to maximize benefits to the business and its clientele.
 - b. To develop the skills of observation, data collection, organization, evaluation and reporting.
 - c. To practice what one has gained in the classroom environment.
- III. Professional Role Development
 - a. To assume responsibility for specific professional tasks.
 - b. To help identify one's own area of expertise and interest in business.
- IV. Intellectual Development
 - a. To learn to make decisions and to contribute to innovative program implementation.
 - b. To provide an opportunity to gather questions and areas of interest for further individual study.
 - c. To apply classroom theory to practical application.

At the culmination of the internship experience, the student should be reasonably confident of his/her abilities and aware of his/her limitations with respect to the scope of the internship.

ROLE AND RESPONSIBILITIES OF THE STUDENT INTERN

The student must realize that the opportunity to participate in an internship involves a commitment on his/her part. If the student is to be accepted as a fellow worker and legitimate representative of the interests of the cooperative business, then s/he must identify with the business affording the internship opportunity. S/he must accept the values and objectives of the business and be flexible in his/her thinking and discreet in his/her behavior.

In some internship positions the student must agree to sign a confidentiality statement in addition to the guidelines set forth in this section. Certain expectations of the student in the performance of his/her duties, not unlike those of others working for the business, will be required.

The student intern is expected to:

- ⇒ *comply with the procedures, policies, and liability regulations established by the cooperating business.*
- ⇒ *act in a manner representative of the ideals of Chowan University. Inappropriate or unethical conduct exhibited while serving as an intern may result in dismissal from the Business Internship Program. Unethical conduct may lead to a reportable Academic Integrity Violation.*
- ⇒ *report to the assigned supervisor and establish a schedule for field work.*
- ⇒ *cooperate and be respectful towards others in the business.*
- ⇒ *develop an increasing ability to work with members of other professions who may be encountered while performing work responsibilities.*
- ⇒ *always seek the assistance of other staff members to address problems.*
- ⇒ *refrain from criticism of others, both at work and at Chowan.*
- ⇒ *call the supervisor at the cooperating business if unable to report for work. If more than one scheduled work time is missed, the student is expected to replace that time at the discretion of the supervisor at the cooperating business.*
- ⇒ *develop the ability to work constructively within the limits of the business setting.*
- ⇒ *dress neatly and professionally.*
- ⇒ *participate fully in all activities, including conferences, seminars, etc.*
- ⇒ *recognize the nature of confidentiality in a business setting. The student intern is expected to use information secured by and/or about the business and its patrons according to the prescribed policy of the business.*
- ⇒ *share concerns about the field experience with the School of Business & Design Dean and business supervisor and to inform these persons of problems, difficulties, or delays encountered during the work experience.*
- ⇒ *utilize the supervisor's evaluations for professional improvement.*
- ⇒ *be accountable for work assignments while on duty at the internship.*
- ⇒ *keep a spreadsheet recording daily job activities, problems, and accomplishments. The spreadsheet will be delivered electronically to the Dean each Friday throughout the internship. See the syllabus for specific grading information.*
- ⇒ *submit a typed critique paper on the internship experience to the Dean during the final week of the internship*
- ⇒ *make an oral presentation on the internship experience before the Department of Business faculty (required when internship is for 3 credit hours).*

The spreadsheet, critique paper, oral presentation, and the internship evaluation forms will be used by the Dean to determine a grade for the student for BUS 490.

ROLE AND RESPONSIBILITIES OF THE SUPERVISOR AT THE COOPERATING BUSINESS

The Department of Business deeply appreciates the businesses participating in the internship program. The relationships among the university, the supervisor at the cooperating business, the student intern, and the cooperating business itself determine the quality of the internship experience for the student intern. Each party receives benefits and assumes responsibility. The supervisor at the cooperating business will be responsible for the following:

- ⇒ *Assigning tasks to the student intern.*
- ⇒ *Describing skills which the intern should gain from the experience.*
- ⇒ *Determining, with the assistance of the School of Business & Design Dean, the number of work hours desired by the cooperating business for the student intern.*
- ⇒ *Publicizing the program throughout the cooperating business and the community.*
- ⇒ *Submitting evaluative feedback to the School of Business & Design Dean that will help in assessing the capabilities of prospective interns and determining whether they can successfully complete the internship program.*
- ⇒ *Providing the student intern with an orientation to the cooperating business, after the student has been accepted into the internship program.*
- ⇒ *Assisting the student intern in developing objectives and goals to reach during the internship.*
- ⇒ *Assisting the student intern in developing a work plan.*
- ⇒ *Providing adequate on-the-job training and resources.*
- ⇒ *Periodically evaluating, with the assistance of others within the firm (if appropriate), the progress and performance of the student intern. Such evaluations should be shared with the student intern and the School of Business & Design Dean. Special efforts are to be made for early detection and resolution of potential problems. If unresolvable difficulties arise, the cooperating business may request that the student intern be released from the internship program.*
- ⇒ *Completing and submitting to the School of Business & Design Dean a written evaluation on the student intern's performance (pages 9-11). The evaluation should be shared with the student intern in a person-to-person conference before it is sent to the School of Business & Design Dean.*

ROLE AND RESPONSIBILITIES OF THE DEPARTMENT OF BUSINESS

The Department of Business is responsible for helping to ensure the quality of the program, both by screening student applications and by reviewing the performance of the intern as reported on the evaluation form. The Department of Business will be responsible for the following actions:

- ⇒ Informing and orienting the business supervisor concerning the curriculum of the Department of Business.*
- ⇒ Publicizing the Business Internship Program to the students in the Department of Business and providing applications and information to interested individuals.*
- ⇒ 'Recruiting', in special circumstances, students from certain necessary disciplines for entrance into the Business Internship Program.*
- ⇒ Screening all prospective student interns and recommending only those students who have successfully met the academic requirements.*
- ⇒ Serving as a liaison between the cooperating business and the prospective student intern during the interview and placement stages of the internship.*
- ⇒ Providing the cooperating business with the necessary background information on the student intern; i.e., skills, work experience, and academic achievement.*
- ⇒ Consulting regularly with the student intern regarding work hours, duties, and assignments.*
- ⇒ Communicating with the cooperating business and the student intern concerning responsibility in case of illness or injury of the student. The student is responsible for the notification and make up in the event of illness. Insurance coverage in the event of an accident involving the student will be in accordance with the provisions of the University's Student Accident Policy. Exception: Part-time students who are participating in the Business Internship Program will not be provided insurance coverage.*
- ⇒ Assuming final responsibility for evaluating and grading the student.*



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APPLICATION FOR BUSINESS 490—BUSINESS INTERNSHIP

Name: _____ ID# _____
(Last, First Middle)

Permanent Home Address: _____
(Street Address)

(City State Zip Campus P.O. Box)

Chowan E-Mail: _____ Phone: _____

Degree: B.S. in Business Administration B.A. in Business
 Concentration: Accounting Info. Systems E-Commerce
 Marketing Management None (if BA)

Semester & year of internship _____ 20____
(Fall/Spring/Summer)

BUS 490, taking for: 3 credit hours 2 credit hours 1 credit hour

State in which work will be performed: _____

Company with which you will have internship: _____

Contact/Supervisor at company: _____

Contact's Phone: _____ Contact's e-mail: _____

Student Address while performing internship: _____

- Attach a current resume, being sure to describe all your previous work experience.
- Attach a brief explanation of how this position will help you gain knowledge in your concentration area or apply skills learned in your classes.

Student's Signature: _____ Date: _____

Advisor's Signature: _____ Date: _____

Dean's Signature: _____ Date: _____

Registrar's Signature: _____ Date: _____



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EVALUATION OF STUDENT INTERN

NAME OF STUDENT: _____

DATES OF INTERNSHIP: _____ (Start Date) _____ (End Date)

COOPERATING BUSINESS: _____ SUPERVISOR: _____

TOTAL HOURS SPENT IN PROGRAM: _____ STUDENT'S OVERALL SCORE BELOW: _____ out of 80

Please evaluate the student intern's performance on the following points by circling the number adjacent to the description that most nearly describes his/her performance.

A. Attendance

- 1 Frequently late and/or absent
- 2 3 Usually late
- 4 5 6 7 Usually present and on time
- 8 9 Never absent without authority; Rarely late
- 10 Extremely Punctual; Excellent attendance

B. Quality of Work

- 1 Output almost not worth time involved
- 2 3 Work does not meet minimum standards
- 4 5 6 7 Work generally acceptable
- 8 9 Consistently produces high quality work
- 10 Exceptional work and accuracy

C. Cooperation

- 1 Uncooperative;
- 2 3 Occasionally uncooperative
- 4 5 6 7 Cooperates well with others
- 8 9 Displays helping attitude & strives to meet the goals of the business
- 10 Puts goals of the business ahead of personal desires

D. Initiative

- 1 Very poor; does not display interest in work
- 2 3 Frequently appears indifferent
- 4 5 6 7 A willing worker; normal interest in work
- 8 9 More than normal interest in work; seeks opportunities to improve procedures
- 10 Extremely involved and interested in work

E. Verbal Communication

- 1 Has difficulty when communicating w/others
- 2 3 Communicates uneasily with others
- 4 5 6 7 Communicates easily with others
- 8 9 Expresses himself/herself easily & accurately
- 10 Expresses himself/herself exceptionally well

F. Written Communication

- 1 Has great difficulty w/written communications
- 2 3 Writing is substandard
- 4 5 6 7 Writes clearly
- 8 9 Writes & expresses himself/herself very well
- 10 An exceptional writer

G. Use of Supervision

- 1 is unable to accept supervision
- 2 3 Has some difficulty in accepting supervision
- 4 5 6 7 Accepts help when it is offered
- 8 9 Accepts help when it is offered but usually works independently
- 10 Seeks help when needed and uses supervision to proper extent

H. Personal Appearance

- 1 Inappropriate appearance
- 2 3 4 Has difficulty with professional appearance
- 5 6 7 8 Dresses appropriately
- 9 10 Dresses professionally

Note: Additional comments are encouraged and may be written on another sheet of paper or the back of this page.

Signature: _____ Title: _____

Date: _____