

Internship Program Student Information Packet



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Program Overview

The PVCC Internship Program integrates classroom study with work experience in business, industry, government, or professional associations. Students participate in experiential learning and earn academic credit simultaneously in areas related to their academic career goals and educational objectives.

For each credit hour earned, an intern must have 48 contact hours that semester. Students may earn from 24 credit hours per semester depending upon the program of study. Hours worked per week are based on an average. The intern and site supervisor determine the work schedule. A more detailed explanation is listed below:

Credit Hour to Work Hour Ratio

2 credit hours = 96 work
hours / semester

Fall - 6 hours / week
Spring - 6 hours / week
Summer - 9 hours / week

3 credit hours = 144 work
hours / semester

Fall - 9 hours / week
Spring - 9 hours / week
Summer - 13.5 hours /
week

4 credit hours = 192 work
hours / semester

Fall - 12 hours / week
Spring - 12 hours / week
Summer - 18 hours / week

Grade Allocation

- 50% - performance in the field as evaluated by site supervisor
- 50% - academic performance evaluated by faculty advisor, which is allocated accordingly:
 - 25% Internship paper/project
 - 15% Participation in Internship Orientation Class
 - 10% Journals and meeting(s) with faculty advisor

Eligibility Requirements*:

- Attend a free, one-hour mandatory internship orientation session. Consult the on-line Career Services calendar for dates of upcoming sessions.
- Completion of 12 semester credit hours at PVCC.
- Carry a minimum 2.0 GPA. ● *Some degree programs may have additional requirements.

PVCC INTERNSHIP POLICY

- Relatives may not serve as the site supervisor for interns.
- Students are strongly encouraged to begin their internship no later than the 4th week of the semester.

Intern Responsibilities and Checklists

Student Name _____

Indicate semester for internship. _____ Year _____

Program of Study _____

Please follow the steps below to insure you are successfully enrolled in the internship program:

- Attend the free, one-hour mandatory internship orientation class. Consult the on-line PVCC Career Services Calendar for dates of upcoming sessions and register for the session at: <http://www.pvcc.edu/student-services/career-services/internships>.
- Identify internship opportunities. Visit the internship page of the Career Services webpage at <http://www.pvcc.edu/student-services/career-services/internships>. Click the yellow "View Internship Positions" button. Click on the link for the internship name and register for JobNet to view full details of the internship. During the mandatory internship orientation session you will learn which local employers utilize PVCC interns and how to find internship opportunities.
- Apply for the internship opportunity. Call or email the site supervisor to make an internship inquiry. Site supervisors may ask you for an up-to-date résumé that highlights your academic achievements.
- Meet with faculty advisor to discuss goals/objectives for the internship and develop the internship training plan.
- Meet with the internship site supervisor to review responsibilities and finalize the internship contract.
- Submit signed internship training plan, a copy of your unofficial transcript, the assumption of the risk form, and the student agreement form to the Business, Mathematics and Technologies Division Secretary for approval and registration.
- Tuition payment must be made prior to starting the internship. If payment is not made by the payment deadline established by PVCC and the Virginia Community College System (VCCS), the student will be immediately dropped from the internship program. It's the student's responsibility to re-enroll in the class to keep their internship spot.

- Submit internship paper to your faculty advisor by the last day of class prior to exams.
- Complete the student evaluation of the Internship Program, at the end of the semester, and return to the BMT Division Secretary, Room 270.

The following documents (see the forms section of this packet) must be submitted to the Business, Mathematics and Technologies Division Secretary, before you can be registered for an internship.

Required Forms / Documents

- Unofficial transcript printed from MyPVCC (The Business, Mathematics and Technologies Division
- secretary can assist you with getting a copy of your transcripts.)
- Training Plan – include orientation attendance #
- Student Agreement
- Assumption of the Risk Form

Optional Document

- Résumé (if internship arrangement has not been secured; résumé writing help is available in the Career Services Office, room M129.)

Internship Paper Guidelines

A final paper is due at the end of the semester and must be submitted to your faculty advisor **by the established deadline determined by your faculty advisor**. The paper must be typed, double-spaced, and 3-5 pages. The following components must be included:

A history of the company

During the course of the semester the intern will interview a company executive who can share an idea of the company's background and development to the present time. This section is intended to provide hands-on learning. The intern should do more than check the company web site.

A summary of the internship experience

The intern is expected to keep a journal of the experience throughout the semester. This journal will be a key tool for the intern to use in writing the summary at the semester's end. The journal should have entries that correspond with workdays and will help the intern track changing duties, projects and responsibilities. The journal will be reviewed by the internship advisor at regularly scheduled meetings and the student is expected to keep it up to date.

A summary of goal completion based on the learning objectives

By the end of the internship period the student will be able to write about his or her accomplishments as they relate to the learning objectives that were developed at the beginning of the semester. Each objective developed should be addressed in the paper.

An incorporation of three workplace skills exhibited in the workplace

Using the Workplace Readiness Skills list provided, the intern should focus on three workplace skills and discuss how they were exhibited in the workplace.

Workplace Readiness Skills for the Commonwealth
Virginia Department of Education

PERSONAL QUALITIES AND PEOPLE SKILLS

1. **POSITIVE WORK ETHIC:** Comes to work every day on time, is willing to take direction, and is motivated to accomplish the task at hand
2. **INTEGRITY:** Abides by workplace policies and laws and demonstrates honesty and reliability
3. **TEAMWORK:** Contributes to the success of the team, assists others, and requests help when needed
4. **SELF-REPRESENTATION:** Dresses appropriately and uses language and manners suitable for the workplace
5. **DIVERSITY AWARENESS:** Works well with all customers and coworkers
6. **CONFLICT RESOLUTION:** Negotiates diplomatic solutions to interpersonal and workplace issues
7. **CREATIVITY AND RESOURCEFULNESS:** Contributes new ideas and works with initiative

PROFESSIONAL KNOWLEDGE AND SKILLS

8. **SPEAKING AND LISTENING:** Follows directions and communicates effectively with customers and fellow employees
9. **READING AND WRITING:** Reads and interprets workplace documents and writes clearly
10. **CRITICAL THINKING AND PROBLEM SOLVING:** Analyzes and resolves problems that arise in completing assigned tasks
11. **HEALTH AND SAFETY:** Follows safety guidelines and manages personal health
12. **ORGANIZATIONS, SYSTEMS, AND CLIMATES:** Identifies “big picture” issues and his or her role in fulfilling the mission of the workplace
13. **LIFELONG LEARNING:** Continually acquires new industry-related information and improves professional skills

14. JOB ACQUISITION AND ADVANCEMENT: Prepares to apply for a job and to seek promotion
15. TIME, TASK, AND RESOURCE MANAGEMENT: Organizes and implements a productive plan of work
16. MATHEMATICS: Uses mathematical reasoning to accomplish tasks
17. CUSTOMER SERVICE: Identifies and addresses the needs of all customers, providing helpful, courteous, and knowledgeable service

TECHNOLOGY KNOWLEDGE AND SKILLS

18. JOB-SPECIFIC TECHNOLOGIES: Selects and safely uses technological resources to accomplish work responsibilities in a productive manner
19. INFORMATION TECHNOLOGY: Uses computers, file management techniques, and software/programs effectively
20. INTERNET USE AND SECURITY: Uses the Internet appropriately for work
21. TELECOMMUNICATIONS: Selects and uses appropriate devices, services, and applications

Internship Training Plan

Orientation attendance # _____ Program Prefix _____

Credit Hours _____ Date _____ Semester _____ Year _____

Intern Training Plan

Complete this form with the assistance of your site supervisor and return to your faculty advisor. (PLEASE PRINT)

Name _____ Student ID# _____ VCCS Email _____

Second Email _____ Home Phone _____

Work Phone _____ Cell Phone _____

Address _____

Internship Faculty Advisor _____ Ph # _____

Email _____

Site Supervisor Name _____

Name of Company _____

Email Address _____

Phone Number _____ Fax Number _____

Company Address _____

Internship Title: _____

List 2-5 new job-specific learning objectives below:

1. _____
2. _____
3. _____
4. _____
5. _____

Approved by Site Supervisor _____ **Date** _____

Approved by Faculty Advisor _____ **Date** _____

Student Agreement

This agreement outlines the basic policies of the Internship Program at Piedmont Virginia Community College.

LEARNING OBJECTIVES RESPONSIBILITY

I am responsible for completing my training plan with my site supervisor and faculty advisor. I must return the signed training plan to the division secretary.

REGISTRATION

I am responsible for paying the internship tuition after being notified by the division secretary that I have been registered for the internship.

FINANCIAL AID

If I am receiving any type of financial aid, I must consult the Financial Aid Office to learn if the internship course will affect my aid package.

INTERNSHIP COMMITMENT

I am expected to report any changes in my work assignment to my faculty advisor.

ATTENDANCE POLICY

I must complete the required work hours that pertain to the amount of credits for which I have been approved. It is my responsibility to inform my faculty advisor if I am unable to complete my required work hours. He/she will make a decision on my future in the program.

WORK SCHEDULE

I am required to meet my work schedule obligations and report to work in a timely manner. If scheduling conflicts should arise, I must notify my supervisor or the designated company contact person immediately.

ACADEMIC ASSIGNMENTS

I must complete all academic assignments, including the internship paper, academic class session, and meetings with my internship advisor.

MINIMUM GPA REQUIREMENT

I am required to maintain a cumulative grade point average of 2.0 or higher.

CHANGES IN CONTACT INFORMATION

I am responsible for providing the Faculty Advisor and Division Secretary with changes in my contact information during the semester in which I am enrolled in the program.

LIMITED GUARANTEE OF PLACEMENT

While every attempt is made to place each eligible internship student, the Internship Program cannot guarantee placement. Students are also encouraged to find placement opportunities.

RELEASE OF ACADEMIC INFORMATION

By signing this form, I authorize PVCC Admissions and Records, Career Services, and the Business, Mathematics, and Technologies Division to release my current transcript and all subsequent grade reports and academic information for academic and employment recommendations on my behalf.

I understand and accept the above conditions for participating in the PVCC Internship Program.

Print Name _____

Student's Signature _____ Date _____

Assumption of the Risk Form

I agree that as a participant in the Internship Program at _____ associated with Piedmont Virginia Community College scheduled for _____ semester, I am responsible for my own behavior and well-being. I accept this condition of participation, and I acknowledge that I have been informed of the general nature of the risks involved in this activity, including, but not limited to: *(List potential risks of the activities or related to the work environment.)*

I understand that in the event of accident or injury, personal judgment may be required by _____ or College personnel regarding what actions should be taken on my behalf. Nevertheless, I acknowledge that the College and/or _____ personnel may not legally owe me a duty to take any action on my behalf. I also understand that it is my responsibility to secure personal health insurance in advance, if desired, and to take into account my personal health and physical condition.

I further agree to abide by any and all specific requests by the College and _____ for my safety or the safety of others, as well as any and all of the College's and _____'s rules and policies applicable to all activities related to this program. I understand that the College reserves the right to exclude my participation in this program if my participation or behavior is deemed detrimental to the safety or welfare of others.

In consideration for being permitted to participate in this program, and because I have agreed to assume the risks involved, I hereby agree that I am responsible for any resulting personal injury, damage to or loss of my property which may occur as a result of my participation or arising out of my participation in this program, unless any such personal injury, damage to or loss of my property is directly due to the negligence of the College and/or _____.

I understand that this Assumption of Risk form will remain in effect during any of my subsequent visits and program-related activities, unless a specific revocation of this document is filed in writing with Piedmont Virginia Community College, at which time my visits to or participation in the program will cease.

In case an emergency situation arises, please contact: _____ at phone number: _____.

I acknowledge that I have read and fully understand this document. I further acknowledge that I am accepting these personal risks and conditions of my own free will.

____ I represent that I am 18 years of age or older and legally capable of entering into this agreement.

Participant Signature: _____ **Date:** _____

Address: _____

Program Prefix _____ Credit Hours _____ Date _____ Semester & Year _____

Intern Weekly Journal Form

**Complete this journal form on a weekly basis and submit to your faculty advisor.
(PLEASE PRINT.)**

Name _____ Student ID _____

Intern Site _____ Site Supervisor _____

Total Hours Worked for Week _____ Contact # _____

Internship Title _____

Training Objectives Achieved for Week (Date)

1. _____
2. _____
3. _____
4. _____
5. _____

Did your internship activities for the week compliment your training objectives outlined in your training plan? If not, why?

Describe and discuss significant learning outcomes from your work experiences onsite this week.

Describe challenges or problems that you are facing as you seek to achieve the goals outlined in your training plan.

Describe the level of support that you are receiving from your site supervisor and/or your faculty advisor.

Student Evaluation of the Internship Program

Semester _____ Year: _____

For each performance criterion, rate with an X, your internship experience.

5 = Strongly Agree - 1 = Strongly Disagree

Questions	5	4	3	2	1
The internship coordinator was available for questions and problems.					
The expectations of the internship coordinator were clearly defined.					
The faculty advisor was available for questions and problems.					
The expectations of the faculty advisor were clearly defined.					
The site supervisor was available for questions and problems.					
The expectations of the site supervisor were clearly defined.					
The assignments (paper, learning objectives, etc.) complemented my internship experience.					
The academic class session was well organized.					
The academic class session added relevance to my work experience.					

Was the academic class session what you expected it to be? If not, how did your expectations and the reality of the situation differ?

Other comments and/or suggestions

Student Signature (Optional): _____ Date: _____

Evaluation of Intern by Site Supervisor

Intern _____ Semester _____ Year _____

Company Name _____

Site Supervisor _____ Phone _____

E-mail _____

Please mark with an "X", the intern's performance for each criterion listed below.

5= Excellent 4= Very Good 3= Good 2= Adequate 1= Unacceptable NA= Not Applicable

Job-Specific Training Plan Objectives (2-5)	5	4	3	2	1	NA
1.						
2.						
3.						
4.						
5.						
Standardized Objectives	5	4	3	2	1	NA
Interacts well with others						
Gets to work on time						
Attendance						
Demonstrates ability to work with a minimum of supervision						
Completes tasks correctly						
Completes tasks in a reasonable amount of time						
Communicates effectively in oral and/or written form						

Additional Questions:

1. Did the student make adequate progress toward the training objectives shown above? _____
2. Does the student have any specific areas of concern? _____ If yes, please explain: _____

3. If a position was available, would you hire another PVCC intern? _____ Why or why not?
4. Taking into account the overall performance of the intern, what letter grade (A, B, C, D, or F) do you recommend? _____
5. Additional comments/suggestions:

Supervisor's Signature _____ Date _____

Please return to: Internship Program, c/o Business, Mathematics & Technologies Division, 501 College Dr., Charlottesville, VA 22902 Phone: 434-961-5347 • FAX: 434-961-5453.

Intern Training Plan- SAMPLE

Orientation attendance # 1245 Program Prefix ITN-290

Credit Hours 3 Date 8/3/2015 Semester Fall Year 2015

Complete this form with the assistance of your site supervisor and return to your faculty advisor. (PLEASE PRINT.)

Name Sally Smith Student ID# 09876547 VCCS Email ss456@email.vccs.edu

Second Email ssmith@gmail.com Home Phone 434-098-7890

Work Phone 434-234-8765 Cell Phone 434-123-4567

Address 123 Green Street, Charlottesville, VA 22902

Internship Faculty Advisor Jane Doe Ph # 961-2222 Email _____

Site Supervisor Name Henry Brown Email Address _____

Name of Company IT Associates Email Address hbrown@ITAssociates.com

Phone Number 540-987-3578 Fax Number 540-987-5555

Company Address 123 Brown Street, Charlottesville, VA 22902

List 2-5 new job-specific learning objectives below:

1. Evaluate and resolve assigned Helpdesk requests
2. Provide minor repair and maintenance to internal customers
3. Learn to assist with implementation, optimization and maintenance of new hardware
4. Prepare and deploy new IT devices to specification

Internship Title: IT Helpdesk Intern

Henry Brown
Approved by Site Supervisor

8/3/15
Date

Jane Doe
Approved by Faculty Advisor

8/5/15
Date

Intern Weekly Journal Form- SAMPLE

Program Prefix ITN-290 Credit Hours 3 Date 8/3/2015 Semester & Year Fall 2015

Complete this journal form on a weekly basis and submit to your faculty advisor. (PLEASE PRINT.)

Name: Sally Smith Student ID 09876547

Intern Site IT Associates Site Supervisor Henry Brown

Total Hours Worked for Week 9 Contact # 434-123-4567

Internship Title: IT Helpdesk Intern

Training Objectives Achieved for Week (Date)

1. *Received and resolved 12 helpdesk tickets (password issues, printer issues, lost documents, frozen computer).*
2. *Repaired XYZ hardware and trained end users in its use.*

Did your internship activities for the week compliment your training objectives outlined in your training plan? If not, why?

Yes- all activities met the goals.

Describe and discuss significant learning outcomes from your work experiences onsite this week.

Learned to repair XYZ hardware.

Describe challenges or problems that you are facing as you seek to achieve the goals outlined in your training plan.

I'm having issues with resolving LMN software problems. I need to learn more about how it interfaces with WXY.

Describe the level of support that you are receiving from your site supervisor and/or your faculty advisor.

Receiving "as needed" support on a daily basis. My supervisor answers questions by email, phone, and in person. I shadow him and receive direct training. He is very accessible.

I'm in touch with my faculty advisor on an "as needed" basis, every few weeks.

SAMPLE RESUME Formatting: Use Word Doc. Fonts: 10-12 point, Calibri or Cambria. Margins no less than .5", no greater than 1.25". Length should be no more than 1 page. Print on résum  paper.

MARY JONES

220 Sunshine Lane, Charlottesville, VA 22901 • 434.345.6789 • mhj2844@email.vccs.edu

OBJECTIVE

Line Cook Internship- Spring 2016

Make it simple, yet specific. Just the name of the job or the type

EDUCATION

Piedmont Virginia Community College, Charlottesville, VA

Expected May 2016

Associate of Applied Science, Culinary Arts

GPA: 3.5/4.0, President’s List (two semesters)

Employers want to see your GPA. if above 3.0

RELATED COURSES or RELATED SKILLS

- Stock, Soup, and Sauce Preparation
- Fruit, Vegetable, and Starch Preparation
- American Regional Cuisine
- Meat, Seafood, and Poultry Preparation
- International Cuisine
- Garde Manger

RELATED PROFESSIONAL EXPERIENCE

Charlottesville Country Club, Charlottesville, VA

Summer 2014

Salad Prep Associate (seasonal)

- Prepared more than 50 made-to-order salads daily.
- Prepped and stocked soup and salad bar.
- Created a new salad combination that became the top selling salad.

This area highlights work related to your objective stated above

Display action-oriented and results-oriented bullet points under each experience

Wendy’s Corporation, Charlottesville, VA

2013-2014

Line Cook/Cashier

- Prepared hot food items for over 500 customers daily.
- Welcomed customers and took orders, delivering items correctly and efficiently.
- Accountable for closing store and organizing for next business day.

WORK EXPERIENCE

Server, Red Lobster Restaurant, Charlottesville, VA

2010-2013

Sales Associate, Sports Authority, Charlottesville, VA

2009-2010

Clerk, 7-11 Convenience Store, Charlottesville, VA

2008-2009

If you have no related experience, move this section up and include accomplishments

HONORS & AWARDS

SkillsUSA Culinary Arts Championship Winner, Charlottesville, VA

2014

Phi Theta Kappa Honor’s Society Member, Alpha Epsilon Tau Chapter

2014

CERTIFICATION

ServSafe Food Safety, State of Virginia

2014

COMPUTER SKILLS

Microsoft Office: Word, Excel, PowerPoint, Outlook

Highlight industry specific computer systems or applications

SAMPLE REFERENCE LIST Formatting: Use Word Doc. Fonts: 10-12 point, Calibri or Cambria. Margins no less than .5", no greater than 1.25". Print on résumé paper. Give to employer at the end of the interview.

MARY JONES

220 Sunshine Lane, Charlottesville, VA 22901 • 434.345.6789 • mhj2844@email.vccs.edu

REFERENCES

Reference Name

Job Title

Company Name

Mailing Address

Area Code + Phone Number

Email Address

Relationship: Former Supervisor or Former Manager or Former Instructor

Background: (Insert Name) has been my supervisor for 3 years and can speak about my training and customer service skills.

Chef Allie Sally

Executive Chef

Charlottesville Country Club

100 Country Club Drive

Charlottesville, VA 22902

(434)989-1234

Email Address: asally@ccc.com

Relationship: Former Supervisor

Background: Chef Sally supervised my work as a Salad Prep Associate and can speak to my professionalism and ability to execute under pressure.

Always ask permission before providing a reference name to an employer.

Check contact information for accuracy.

Reference Name

Job Title

Company Name

Mailing Address

Area Code + Phone Number

Email Address

Relationship: Former Supervisor or Former Manager or Former Instructor

Background: (Insert Name) has been my supervisor for 3 years and can speak about my training and customer service skills.