



UNIVERSITY OF BELIZE

Faculty of Management and Social Sciences

Internship Guide

FACULTY OF MANAGEMENT AND SOCIAL SCIENCES

Internship Guide

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The Internship Experience

Students in baccalaureate degree programmes within the Faculty of Management and Social Sciences are required to do an internship as part of their graduation requirements. Students are to register for MGMT4995 . The internship experience is key to the development of the Faculty's graduates and has many benefits:

Benefits to Graduates

- UB graduates will be rewarded with the ability to take on greater responsibility in the work environment
- Because the graduates will be exposed to many other persons, maturing influences will be provided
- The internship programme will give reality to learning. Academic studies will now be translated to practical experience in the Belizean professional work environment.
- A greater appreciation of the differences in human behaviour due to the exposure to other employees and stakeholders in the organisation.
- UB graduates will be granted the opportunity to make better, more realistic career choices since they will be exposed to the working environment
- UB graduates will be more marketable after graduation because of their practical experiences
- UB graduates will be exposed to new and popular operating procedures and policies found in the workplace
- If the interns are paid, this is a benefit in itself, along with the student incurring a lower debt than if they were pursuing the traditional programme of in class studies.
- UB graduates will acquire valuable job search skills that will be an asset throughout their professional career.
- UB graduates will have a much higher probability of being hired when they graduate.

Benefits to Employers

- the internship programme involves local employers as a formal partner in the tertiary education process
- the internship programme is the most effective and low cost recruitment tool to screen potential employees and find those who will perform efficiently
- interns usually bring the benefits of a fresh look to old problems in the workplace
- the use of interns is a cost effective source of human resources
- the interns are usually not seen as a threat to more senior employees because of the short time frame of the work term
- senior employees enjoy their role as mentors to students and gain much benefit from the new ideas of the interns
- an internship programme allows the employer to offer some valuable supervisory experience to junior (regular) employees
- the internship programme is an effective tool in developing the public image of the employer

Benefits to UB

- the physical facilities of UB can be used year round with the internship programme. This more efficient use of the facility will allow either more students in the same building space, or a reduced demand on space and other related facilities
- graduates from an internship programme will rate the quality of their education more highly than other students. This opinion can be of value to UB's alumni association and other fund raising activities
- parents will consider it to be a better education for their children. This develops a positive opinion about UB and can aid in the support of parents for UB.
- internship programmes are one of the most powerful and effective public relations tool for UB

Benefits to Society

- young people who are unemployed or underemployed pose a serious problem for society. Graduates from internship programmes will be more employable than other young people
- interns will contribute to economic growth via their activities and via taxation.
- graduates from internship programmes tend to make higher starting salaries thus pay more income taxes
- graduates from an internship programme tend to be more productive. This will result in higher national productivity which is the best way to increase standard of living

Specific Goals and Benefits of the Internship Programme

The programme recognizes the need to provide students with a broad preparation in order to assume a creative role in their chosen professions. This preparation includes not only the requisite formal education in the technical subjects relevant to their chosen discipline but also an orientation to the world of work. As such the programme leading to the Bachelor degrees are set up to provide the student with a combination of academic semesters and full-time work periods in the business environment. These work periods are arranged with the full cooperation of business firms and government and non-government enterprises and are supervised. They are designed to provide the student with the opportunity to weld theory and practice and to provide a broader preparation for a professional work career.

Thus an integration of general and professional education is the objective at the undergraduate level. This involves an education in matters that are social, economic, ethical and philosophical. More specifically, the programme is designed to provide the graduate with the following:

- a working knowledge of the functional areas of an organization
- a capacity for self-growth and development
- a high level of communication skills
- the ability to identify and analyze problems and opportunities and collect the relevant data pertinent to these
- a sensitivity to human relationships
- an awareness of subtle interplay of influence, persuasion and power and politics in organizations
- an ability to recognize and respond to change
- an ability to apply skills to a variety of situations
- a sensitivity to the social, cultural and governmental environment.

The professional work environment is becoming ever more complex. The program, therefore, recognizes that it is not enough to give the student only theoretical and technical training. By being exposed, as early as possible, to the environment in which he/she will eventually work, the student will be better able to appreciate that most work is accomplished and goals are achieved by working with and through people operating in a social and organizational setting. Such exposure will also aid the students in defining their own career interests and objectives.

Internship Description

Students in the workplace are expected to develop the basic knowledge and skills needed to complement classroom learning. Standards of behaviour and performance normally found in a professional working environment are expected. The approved work position will provide the students with an opportunity to explore a professional career in their chosen discipline. The work reports should analyze elements of the work experienced by the student.

As the internship period progress, students should expand their knowledge and work related skills enabling them to accept increased responsibilities and challenges. Progress in standards of behavior and performance normally found in a professional working environment are expected. The work reports should illustrate the student's growth and development of knowledge and understanding in their field of study.

Finally, students should be able to participate fully in planning of projects, prepare formal proposals and reports. Students should be able to acquire self-confidence, competence in the tasks assigned, good judgment in decision-making, initiative to complete the work with a minimum of supervision. The work reports should be one of the standard that is expected from a junior manager or consultant and illustrate the professional and technical competence of the student.

Application Process

All students applying for internship should meet the requirements for application as set out below in the regulations section (see page 10). Additional information can also be found at the Internship programme webpage at [Internship Resources](#)

Orientation

After pre-registering and registering for MGMT 4995 Internship with the Registrar's office, the Internship Coordinator will call an orientation meeting with all potential interns. This meeting occurs the semester before the intern is expected to go out for his/her work experience. Attendance to the orientation is not optional and will serve to introduce potential interns to all aspects of the work experience and what is expected (see *Handout I for calendar*).

Workshop

All interns are expected to find placement for themselves. In other words, they will go through a job search and placement process as if they are applying for a "real" job. This means that interns will have to display strong writing and interview skills. The faculty will require potential interns to attend a workshop that will cover the job search and placement process. Students will review their skills and develop their competencies in writing their resume, application letters, and will be oriented to behaviour regarding dress, interviewing, and on-the-job behaviour. This workshop may be integrated into the orientation programme.

Application Process for Placement

As mentioned before, students are expected to treat this requirement as they would any job search process. Interns are required to do the following:

- identify potential places where they want to work (***in no circumstances an intern will be allowed to intern at their current place of work; except within a Corporate Group of Companies***)
- prepare letters of applications and resumes for these places
- submit their completed letters and resumes to the internship coordinator
- go to their interviews when they are called by the employer or the internship coordinator

The Electronic Process of Placement

Each potential intern will initially prepare a draft letter of application and resume and submit them via email to the Internship Coordinator by the deadline given. The intern's application and resume will be reviewed and corrected by the Internship Coordinator and returned to the student via email.

Upon receipt of the corrections, interns are then expected to prepare their application and resumes for the organisations of their choice. It is suggested that interns apply to a minimum of five (5) organisations for their placement. These should be emailed to the Internship Coordinator as a separate electronic file for each application.

The Internship Coordinator will collate all applications for each organization and will email the applications with additional documentation to the respective organization. In no circumstance should the intern apply directly to an organization. The selection process of the organization for interns will then commence.

Once interns have been made an offer, they must provide the Internship Coordinator with this information. It is the university who has the responsibility to approve the intern's placement. In no circumstance should an intern start their internship without the approval of the university. The university requires that interns avoid conflict of interest situations and thus strongly urged they not apply to places where close relatives or friends will be supervising them.

If interns have been made an offer by more than one employer, they are urged to quickly make a choice and to immediately inform the employer and the Internship Coordinator by voice or electronic means regarding their decision not to accept the offer.

Interns are reminded that upon being placed with an organisation, they will be treated as any other employee of that organisation will be treated. They should therefore schedule their remaining courses in the evening, as they are required to work normal working hours. In the event that an intern absolutely must do a course during working hours, they are to inform both Internship Coordinator and the employer prior to accepting an offer and ensure that the employer is willing to approve the appropriate time-off.

Upon being placed, interns will be asked to sign a contract (See *Handout II Contract*) with the organisation and the university. This will make clear the responsibilities of each party. These responsibilities are as follows:

STUDENT RESPONSIBILITIES

The success of the field internship depends a great deal upon how you, the student, realize your responsibilities. Organizations considerate enough to open their doors to student trainees have regular jobs to do. They must maintain their reputation for professional services. **They cannot tolerate inefficiency, irresponsibility, or other actions by staff or voluntary personnel that may undermine the confidence of their stakeholders.**

By accepting field training, you become part of the organization. Your attitude and behaviour reflects the policies and standards of both the organization and the university. What you gain in personal experience as a professional practitioner depends on how much you contribute to helping the organization attain its objectives. Remember that you may be offered permanent employment.

YOUR RESPONSIBILITIES INCLUDE THE FOLLOWING:

1. You must be a senior in the department, in your final semester with no more than four courses remaining, and you must clear your eligibility for the program with your Dean/Chair.
2. You must register for MGMT 4995. You are responsible to, (a) obtain information about the internship program, (b) develop resume preparation,

personal interviews and job searching skills, and (c) match your needs, interests and abilities with possible internship opportunities.

3. You must correspond with and make appropriate application to preferred agencies or organizations, via the Internship Coordinator.
4. You are responsible for your own transportation to and from the internship location.
5. At the work site, you are expected to report to your direct supervisor for instructions and are expected to follow the instructions given, to carry out the policies and duties outlined by the organization supervisor, and to meet all scheduled commitments and arrangements made in connection with training assignments.
6. **During the internship you will be responsible for completing the required academic reports, which are due every fourth week of the Internship.**
7. While at the work site, you are expected to act in a professional manner as a member of the organization. This includes:
 - a) being properly groomed and appropriately dressed at all times;
 - b) performing the work to the best of your abilities;
 - c) being timely when reporting to work, meetings and appointments relating to your internship;
 - d) exercising tact and diplomacy in evaluating the organization's philosophy, policies and operating procedures;
 - e) making yourself aware of, and acting in accordance with, the organization's regulations and
 - f) practicing appropriate etiquette and conducting yourself in a professional manner while in the work setting.
8. During the internship, **you are expected to communicate openly with those at your work setting and your Internship Advisor.** This means:
 - a) consulting with your supervisor when there are problems you cannot satisfactorily solve yourself; or, when there is not a clear understanding of what is to be done;
 - b) scheduling regular conferences with your supervisor and other professionals in the organization to become familiar with their responsibilities, challenges and views of the profession and **periodically contacting your Internship Advisor** to discuss the progress of your internship; and, any matter which you would rather not discuss with your supervisor.

UNIVERSITY RESPONSIBILITIES

The internship is an educational work program involving the student, the University of Belize, and the organization. The ultimate goals of all three are compatible; and, as a result, this relationship in almost all cases results in a pleasant, meaningful and rewarding experience. If, as a result of the failure on the part of any/all party/parties, to live up to its/their responsibilities, or, if difficulties should arise in the coordination/administration of this relationship, the Dean, on the advice of the Internship Coordinator, has the authority to cancel the internship agreement. The Faculty will assign an Internship Advisor to the student.

The responsibilities of the University of Belize and the Internship Advisor include the following:

1. Helping the intern define career goals, update their resume, identify internship possibilities, initiate correspondence with appropriate agencies or organizations, and otherwise guide them through the application process.
2. Holding pre-assignment conferences with prospective interns to go over the details of particular internship opportunities and their compatibility with the student's needs and interests.
3. Approving the assignment of an intern to an organization after analyzing the organization's intent to provide a high quality learning experience
4. Communicating with prospective organizations and agencies about possible internship possibilities, representing the University in all official arrangements with co-operating organizations, and communicating with those who supervise interns.
5. Discussing with the organization details involving placement of interns.
6. Approving the intern's job description and training schedule submitted by the organization.
7. Periodically communicating with the supervisor and the intern for the purpose of counselling the intern and to consult with the supervisor regarding the performance of the intern.
8. Arranging for a personal on-site visit with both intern and supervisor. This will ideally be two visits.
9. Recommending the removal of an intern from an organization when it would seem detrimental to allow him/her to remain.
10. Studying the organizational reports of the interns to make recommendations or take specific actions as appropriate.
11. Assisting in the final evaluation of the intern – grading the student on the basis of organization evaluations and student reports and assignments. Grading will

involve reviewing and interpreting, with the student, all internship assignments and forming the exit committee to assign the final grade.

12. Making suggested changes to students and organizations when it seems necessary or appropriate.

ORGANIZATION RESPONSIBILITIES

The executive officer of the organization is in charge of the student's educational experience. This person serves as a mentor who offers guidance and supervision and who facilitates the student's professional competence within the organization's operations. Without relinquishing his/her direct responsibilities for the training of the intern, this person may assign a qualified staff member as an immediate supervisor or training officer.

The responsibility of the organization to both the intern and the University starts in full when the intern arrives at the work setting. At that time, the University Internship Advisor assumes a secondary role in the training program, except in cases of breaches of agreements, moral conduct, or emergency situations.

Responsibility for the relationship between the University and the organization in regard to the field internship will be shared with the Internship Advisor.

THE RESPONSIBILITIES OF THE ORGANIZATION AND SUPERVISOR INCLUDE:

1. Providing the Internship Advisor with a description of the intern position, including, but not limited to:
 - job responsibilities;
 - educational benefits;
 - qualifications and skill;
 - requirements and duties;
 - application procedures;
 - supervision and training, and
 - financial assistance, housing, and other benefits.
2. Recognizing that interns pay tuition, plus travel, lodging, and living expenses during the internship and while a high quality educational experience is of paramount importance to students, financial support is highly desirable and for some a necessity. A basic living allowance, lodging, or minimum-wage salary is encouraged and greatly appreciated. However, this is not a requirement for the Internship.
3. Approving student as a trainee; allowing the student reasonable freedom of operation in order that a quality educational experience can be realized, but, at the same time, guiding and advising the student to prevent him/her from functioning in any way that seriously impairs the quality of the organization's services.

4. Introducing the intern to the staff and administrators, helping the student gain acceptance as a member of that staff, and encouraging the staff to periodically visit and share information with the student.
5. Arranging for the intern to attend various staff meetings and activities which expose him/her to such aspects as planning, decision-making, group dynamics, policy formulation, personnel supervision, budgets and so forth.
6. Helping the intern to understand how his/her job relates to the organization and to the total community; and, helping the intern develop a professional attitude about his/her work.
7. Communicating immediately with the Internship Advisor in such events related to student health, safety, ethical/professional behavior, or other events which may compromise the integrity of the student, organization or University.
8. Recommending to the Internship Advisor the removal of an intern when his/her performance or behavior is definitely unsatisfactory or detrimental to the organization.
9. Facilitating the intern with an interview of a supervisor who also acts as a mentor. This interview is part of the interview report that is required as part of the evaluation. (See Handout III "*Guidelines of Interview Report*").
10. Periodically evaluating the intern's performance through constructive criticism and suggestions. **Submitting to the UB Internship Advisor an evaluation of the student's performance immediately upon completion of the internship.** This evaluation includes an appraisal of the student's activities during the internship period and an analysis of the student's strengths/weaknesses and other pertinent information about the student's performance. Also, attending a final interview with the Intern and the University upon completion of the Internship (See *Handout IV "Work Term Evaluation"*).

Indemnification and Job Description

Once placed, the intern will be expected to sign an Indemnification forms (*Handout V "Indemnification Form"*) that will indemnify the organization and the University from any liabilities that are outside the normal course of work.

Upon being placed, it is imperative that the intern secures a job description from the employer and submits it to the internship coordinator for the university's approval.

Regulations for the Internship

All students applying for internship must abide by the following regulations:

- students must have a maximum of 12 credit hours remaining for their programme along with the internship requirement
- internship will be offered only in Semesters One and Two(subject to UB's policy concerning the number of credit hours per semester)
- students must apply for graduation using the application form from the Registrar's office. Internship will be included in this form as a course to be done
- students must pre-register for MGMT4995
- students must attend the orientation session in the semester prior to going out for their work experience.
- Successful completion of internship shown in the plan of operation is a prerequisite to graduation. Students must have obtained a cumulative grade point average of 2.5 or better in the previous academic semester to be admitted to the work term.
- Work term job descriptions will be screened by the coordinator. Only jobs approved by the department will be accepted as being suitable for the internship requirements. In no circumstances a student will be allowed to intern at their current place of work. The exception is if you work within a Corporate group of companies and moving; e.g. you work with RFG and interning at Madisco
- Internship jobs are full time employment as scheduled in the university diary, normally for a period of nine/twelve weeks. Students will not be able to take up employment until after they have met their internship requirements.
- Internships will be evaluated for satisfactory completion by the advisor responsible. Grades will be given for both job performance and professional performance as related to the whole internship. A final pass/fail grade will be assigned to the student and a Pass is a requirement for graduation. The Internship grade is not factored into the calculation of the final Grade Point Average (GPA).

Role of the Advisor

Each intern will be assigned an advisor who will be their main contact to the university and who will be their mentor for the internship period. Interns are to keep in regular contact with their advisors and their advisors will be expected to make two on-site visits, continuous phone calls and/or e-mails with students, and a final visit for the exit interview, and to set up the interim meetings with advisees. When advisors visit advisees at their place of work, they should talk to both advisee and supervisor. It is recommended that advisors talk to supervisors as to how this should be managed.

Advisors are to make that first visit by the end of week 3. It is recommended that the second visit should occur by the end of week 6. For interns on 12 weeks, this may be week 3 and 9.

GUIDE TO THE ON-SITE VISIT FOR FACULTY OF FMSS

The undergraduate degree is set up as a cooperative program, under which full-time academic study culminates with periods of full-time work in positions related to the student's future career.

The program brings the student into direct contact with many professionals and professions from various sectors. It provides exposure to problems typical of those encountered in practice. Students are introduced to full-scale business projects and operations far beyond the scope of any university classroom. Through personal experience in business and industry, the student's educational environment is extended, so enabling him or her to define career interests and objectives.

PURPOSE OF THE VISIT

The purpose of the on-site visit is to monitor and assess the learning experienced by each intern in each employment setting. This will normally include feedback to the student in the form of suggestions, critiques and encouragement on aspects of personal performance, professional development, and the work reports.

EDUCATIONAL SETTING

As a student progresses through the internship, the university's expectation for their on-the-job performance increases.

A student may wish to experience employment in some of the following - accounting, consulting, human resources management, research, manufacturing, sales and marketing, government service, tourism, environmental advocacy, etc.

GENERAL PREPARATION FOR THE VISIT

As a representative of the university, some familiarity of the company, business, industry or government department/agency would assist in discussions with the employer. It would also be helpful to know their level of participation in our program. The academic background for each student scheduled to be visited should be reviewed as well as previous work experience. This information is available from the student's personal file or via digital records from the student management software, currently Xenegrade.

It is also advisable to contact each employer at least five days in advance of when you wish to conduct a visit. ***The advisor is expected to make two on-site visits and a final exit interview. That visit should be done by the end of week three and six/nine.*** In larger companies the human resources department will often be able to assist in advising all supervisors and students. In most government departments/agencies and smaller companies, it is normal to deal directly with each supervisor.

SENIOR MANAGEMENT OR HEAD OF DEPARTMENT

While it is not always necessary to meet with a representative of senior management or the employer's head of department, it is advisable periodically. Points for discussions could involve some of the following:

- a. The level of participation in FMSS degree programmes, both
- b. present and future.
- c. The future direction of their organisation and changes of methodology.
- d. Feedback on the curriculum and preparation of students for
- e. internships.
- f. Changes to our internship program and/or new faculty members.
- g. The need for upgrading management staff in terms of continuing business education and graduate programs.
- h. The general outlook for employment of graduates.

SUPERVISOR AND STUDENT

While it is usually advisable to discuss the internship separately with the supervisor and the intern, a combined review session can be very beneficial. The combined approach requires more preparation by all concerned, and the intern should still be given the opportunity to have a one-on-one discussion.

Another aspect of the contact time is to acquire a good appreciation of the work environment. Generally this can be achieved by having the intern conduct organizational tours, make introductions to fellow workers, demonstrate the operation of specific equipment or computer programs and outline day-to-day duties at their normal place of work. Such activities usually reveal the extent of learning which is being realized.

Some points of discussion for the supervisor of the intern are as follows:

- a. What skill level is this intern able to achieve in analysis and research, computer use and applications on-the-job?
- b. How effective is this intern at communications, both one-on-one and in larger groups?
- c. How well does this intern function when working as a team
- d. member?

- e. Does this intern have the ability to plan work and implement that
- f. plan?

- g. Is this intern capable of independent thinking when presented with a new problem?

- h. What supervisory skills and abilities has this intern shown on-the-
- i. job?

- j. Is this intern participating in other company activities outside their job description?

- k. Has this intern a concern for safety and safe working conditions
- l. and practices?

- m. Is this intern capable of training others when needed and formal learning on-the-job?

- n. To what extent are the overall objectives set for the term being
- o. achieved?

- p. What level of responsibility and maturity is the intern
- q. demonstrating?

- r. What is the intern doing well and what needs to improve in the
- s. areas listed?

Suggested questions for discussion with the intern could include:

- a. What is your overall impression of this organisation and the
- b. management?

- c. How have you been challenged by the employer? What did you learn from these challenges?

- d. What aspects of the academic program have you drawn on during the work term?

- e. What objectives (including academic) do you have for the remainder of your internship?

- f. What are your long term career plans? Has this work term experience caused you to change those plans?

Evaluation Methodology

This is a Pass/Fail course and each intern will be evaluated using a point system. A cumulative score of 75 is required for a Pass. If an intern receives a Fail grade, he/she will be required to repeat the course as they do with any other course at the University. The following displays the methodology for evaluation for the internship programme:

1.	Application Search Process(<i>resume, letter</i>)	10
2.	One (1) Interim Reports(<i>written</i>)	10
3.	One (1) Interview Report (<i>written</i>)	10
4.	One(1) final Report(<i>written</i>)	15
5.	Supervisor Evaluation	30
6.	Exit Interview	20
7.	Attendance (<i>orientation/ workshop</i>)	<u>5</u>
		<u>100</u> marks total

The application search process will be assigned points by the Coordinator, while the rest of the evaluation points will be assigned by the internship advisor.

As indicated above, interns are required to submit reports that should follow this format:

Format for Interim and Final, Comprehensive Report

Reflection occurs when a person intentionally and systematically considers an experience. It goes beyond recalling the facts of what happened. It includes examination of *why* something happened, one's feelings about it, and how one's future thoughts and actions will be affected by the experience. When you write learning reflections reports, you take the time to stop and think. You analyze and process your experiences, thereby deriving true learning from them.

The reports must have a title page and a table of contents. Number the pages. Your first report is based on the first few weeks of your Internship. Make sure it is neat, well organized and focused. Proofread for typos. Make it as professional as you can. Consider it the writing showpiece of your internship. Your work should be double spaced using a readable font size and font style.

- I. Cover Page (Proper Format)
 - course name and code
 - student's name and ID
 - Name of Workplace
 - Name of Internship Supervisor
 - Date report is due
- II. Table of Contents
- III. Introduction
- IV. Description
- V. Description of Advisor Visit
- VI. Conclusions
- VII. Recommendations

III. The Introduction of your report will include:

- a A description of the search process, your orientation and a brief history of the organization

IV The Body (Description) of your report will include:

- a **Summary of the facts:** This gives the reader a brief profile of the organization or company where you are working. Inform the reader about the type of business, number of employees, geographic location, etc. Tell about the identity and the image of the business—how the business (agency/organization/company) positions itself in the industry. Next, move from general information to the specifics about the division or department you worked in. Here you might include an organizational chart of your department.
- b You will describe what types of knowledge, skills/abilities, and attitudes are used to perform the various tasks and what types of knowledge, skills/abilities, and attitudes are being developed and/or improved at the point of the report.
- c **Self-Evaluation:** This is the heart of your report and will largely determine your grade on it. Take a long, hard look at your experience and tell the good and the bad of it. Make constructive criticism of use/misuse of you as an intern. Perhaps you learned something about yourself. Tell the reader about it and offer suggestions about how you can use what you've learned about yourself. Be sure to bring some insight, analysis and reflective thinking to this section. Don't generalize and offer superficial observations. Be specific and detailed in describing your experience.

VI Description of Advisor's Visit

This section should include a summary of the advisor's visit.

VI Conclusion

This section should include your overall assessment of the internship experience to date.

VII Recommendations

This will include recommendations for UB's Internship Programme. More importantly, you will present recommendations for the organization in which you did the internship. Recommendations are to be in detail and based on your observations and experiences; remember you were an independent observer and "consultant". Think of ways to improve the job you did, the department you worked for, and the organization as a whole. You are supposed to be thinking of this from day one and this should be a reflection of your analytical and conceptual skills. Your recommendations are critical and should address how the organization can become more efficient. This section applies **only** to the Final Comprehensive Report.

Format for Interview Report (See Handout III)

The report must have a title page and a table of contents. Number the pages. Your interview report is based on the interview you had with your workplace supervisor. Make sure it is neat, well organized and focused.

- I Introduction
- II Description
- III Conclusion
- IV Recommendations

I The Introduction of your report will include:

- a The name and title/position of the interviewee, date of the interview and the purpose of the interview

II The Body (Description) of your report will include:

Narrative of your responses from your workplace supervisor: Chose appropriate questions from the list share with you and give the responses as was told to you by your workplace supervisor. It should be written in a narrative that flows.

III Conclusion

- a This section should include your overall assessment of the interview and what you have learnt from the mentor

You must submit your interim report by the end of the fourth week of the internship. Your final, comprehensive report must be submitted one week after the completion of the internship. Remember to state how you have accomplished the tasks/duties/responsibilities of the internship in the report. You will be required to orally defend the comprehensive report for an interview committee comprised of your internship advisor, another member of the department, and your workplace supervisor. This is your EXIT INTERVIEW and the grading rubric follows:

Internship Exit Interview Rubric

Name: _____

	4. Distinguished	3. Proficient	2. Apprentice	1. Novice
Description of Duties: Interns describes duties in detail and accurately	All information was clear and concise. Extensive details and relevant examples were used to support the content.	Used relevant information. Included many details and strong examples that came from personal experiences.	Information related to the duties, but description needed more details and examples to fully support ideas.	Information did not include details or examples that related to the experience. I
Development of Skills: Extent to which intern can identify the use and acquisition of skills	Paid close attention to instructions and developed many skills. Followed all directions. Duties were completed as assigned.	Paid close attention to instructions and developed some skills. Skill development was moderate	Intern only made connections with a few skills	Intern could not identify skills utilized or developed
Application of Course Work: Appropriateness, relevance, details, and examples of making connection of experience to OB/Communication/Systems	All information was accurate and was delivered effectively. Subject knowledge was thorough. Extensive details and relevant examples were used to answer the essential question.	Subject knowledge was evident. Information included details and strong examples that provided a clear answer to the essential question.	Information was relevant, but details and examples did not address the essential question. Subject knowledge was evident, but was not used to support argument.	Information was confusing or irrelevant. Had few supporting details or examples. Did not answer the essential question. Subject knowledge was not sufficient to make successful argument.
Oral Presentation-Vocabulary: Appropriate word choice	Vocabulary was outstanding. Word choice was professional but not artificial. Smoothly incorporated topic-specific vocabulary.	Consistently used a scholarly vocabulary. Successfully used topic-specific vocabulary. Did not use any inappropriate language.	Vocabulary was too casual. Attempted to use topic-specific vocabulary. May have used inappropriate language on one occasion. Misused words in an effort to seem scholarly.	Did not speak in a scholarly or professional manner. Used little or no topic-specific vocabulary. Used inappropriate language two or more times.
Recommendations: Intern was able to analyze experience and make recommendations	Included facts, conclusions, and recommendations from reliable sources. Included opinions of subject-matter experts. Made quite a few recommendations.	Included facts, conclusions, and recommendations from reliable sources. Made an appropriate amount of recommendations.	Recommendations were few and not particularly relevant and was not well thought out.	Did not present any recommendations

Total: ____/20