

University 490 – Career Internship
Bachelor of Arts in General Studies Degree Program
Syllabus

I. Introduction

The Career Internship provides qualified students with a supervised program of practical experience in various career fields. This syllabus contains the guidelines for the course and is intended to clarify the student's requirements. Internship credits are available only for pre-approved work experiences that serve to expand the range of the student's college-level employment duties and responsibilities.

II. Objectives

An Internship is a unique educational experience and offers specific goals relative to student achievement as follows:

- A. Provides the intern with relevant information about the intended career field
- B. Acquaints the intern with the physical, technical, academic, and environmental requirements of a potential new position
- C. Allows the intern to plan an academic program which will expand his or her learning and career options
- D. Develops the intern's writing and communication skills. It is expected that writing development, utilizing professional writing standards and expectations, will be integral to a student's evaluation. This course meets the Writing Instruction in the Disciplines (WID) graduation requirement for degree-seeking students in the BGS degree program.

III. Internship Application Requirements

- A. Minimum GPA of 2.00 and junior or senior standing
- B. Satisfactory/Unsatisfactory grading basis
- C. Discuss internship requirements and application procedures with your BGS advisor
- D. Submit the following to Bachelor of Arts in General Studies and Interdisciplinary Studies Program, Horrabin Hall 6 (by mail, in person, or by email to BGS@wiu.edu):
 - 1. University 490 Application
 - 2. Proposed Internship Training ScheduleEach intern must formulate, in cooperation with the participating company, a Proposed Training Schedule that will include a detailed summary of the college-level duties and responsibilities of the intern. This Schedule should follow the UNIV 490 Internship Semester Hour Credit Ratio: 40 hours of full-time, college-level internship work equals 1 (one) semester hour of credit. An internship cannot be granted for duties and responsibilities performed as a current employee of the company.

The company supervisor's approval of the Proposed Internship Training Schedule is required prior to submission of the application to the Internship Coordinator. The Coordinator will review the application and Proposed Training Schedule and notify the student as to the status of the application via email. Degree program staff will register the student for the number of semester hours requested for the internship (2-12 semester hours) in accordance with requirements for the student's program of study.

Note: Tuition and applicable fees/charges for this course will be assessed.

IV. Requirements

The intern must complete all of the following requirements in a timely and acceptable manner. Failure to complete any of the requirements without written permission from the Internship Coordinator will result in a course grade of unsatisfactory.

A. Site Duties

The intern is to perform the assigned college-level duties and professional responsibilities as outlined in the Proposed Training Schedule for the appropriate number of weeks as determined, in agreement with the company supervisor and Internship Coordinator.

B. Weekly Assignments

Weekly assignments will consist of two items:

1. Weekly Activity Log (see directions below) and
2. Weekly Report (see directions below)

Weekly Activity Log

An Activity Log must be submitted each week using the form on page 8. The sample on pages 9 and 10 may be used as a guide. The log should be neatly typed. Activities should be entered daily with all columns completed as accurately as possible. Multiple entries should be made for each day, separated by type of duty. The site supervisor must approve the Activity Log before it is submitted to the Internship Coordinator. The supervisor's approval can be in the form of an email directed to the Internship Coordinator at BGS@wiu.edu or by signature on the weekly activity log. Course documents should be submitted to the Internship Coordinator through WesternOnline.

Weekly Report

Each intern is responsible for completing one professional Weekly Report for each week of the internship using the format provided on page 6 and the sample on page 7. All reports must be neatly typed on company letterhead, if available. The site supervisor must sign the report before you send it to the Internship Coordinator or approval can be in the form of an email directed to the Internship Coordinator at BGS@wiu.edu. Reports must be submitted through WesternOnline no later than Wednesday following the week documented. If a report is to be

submitted late, the Internship Coordinator must be informed by the Wednesday it is due, with a statement as to why it is late and the expected date the report will be submitted. Students should retain copies of all reports. All weekly reports should be submitted through WesternOnline.

The Internship Coordinator will review reports and activity logs and may return them and request revisions so that they meet professional writing standards. The revised reports are required to be resubmitted to the Internship Coordinator for appropriate credit. In addition, the Internship Coordinator may return the reports with comments that students are advised to incorporate in subsequent reports as appropriate.

First Weekly Report

The first Weekly Report should be a description of the company/agency using the format provided on page 5. This should include such information as products and/or services provided, types of customers, and methods of operations. If the company has a general booklet covering this information, a copy should be included with the first Weekly Report.

Map and Written Directions

With the first Weekly Report, students should submit a map and written directions to their internship site for a possible visit from the Internship Coordinator. Below are tips for preparing a map:

1. Assume the Internship Coordinator will be coming from Macomb
2. Maps are always drawn with North at the top of the page
3. Give approximate distances (i.e., 3 miles past McDonalds)
4. Good routes to your site without detours are appreciated
5. Generally, the town is not hard to find, but details in town are needed
6. Include written instructions to correspond with the map

Weekly Reports for the Second Week through the End of the Internship

Weekly Reports do not have to necessarily reflect the past week's work; rather, the reports should reflect processes or procedures that the student has experienced in his/her work. Reports may also cover any area within the scope of your internship company/agency. Students are advised to maintain notes and a list of potential topics to include in future Weekly Reports.

C. Final Report

The Final Report, in addition to the final Weekly Report, is to be submitted no later than the last week of the internship. The Final Report should be a self-analysis of the intern's experiences and knowledge gained during the internship. See page 11 for format and questions. The Final Report must be received no later than one week following completion of the final week of the internship.

V. Coordinator Site Visit

Interns may receive a personal visit by the Internship Coordinator before the end of the internship period. There will be no unannounced visits. The intern will receive a letter or telephone call announcing the time and date of the visit and requesting a brief conference with the supervisor and any other personnel the company or intern believes the Coordinator should meet. Upon receipt of this letter/telephone call, the intern must arrange the conference with the supervisor and within two days send written confirmation of the date and time to the Coordinator. Confirmation may also be made by telephone call or email to the Coordinator. A short tour of the company facilities is expected as part of the visit. If there is a conflict with the proposed visit by the Coordinator, the intern should call the Coordinator immediately and reschedule the visit. At the request of the Coordinator, a telephone call interview, a conference call, or a video link may be scheduled in place of a personal visit.

VI. Evaluation

The intern will be graded on a satisfactory/unsatisfactory basis. The following criteria will be used in determining the intern's final grade:

- A. Accuracy, quality, and promptness of the Weekly Activity Logs, Weekly Reports, and the Final Report
- B. The recommendation of the internship site supervisor
- C. The recommendation of the Internship Coordinator

The Internship Coordinator will provide an evaluation form to the intern's supervisor before the end of the internship.

VII. Exceptions

Any requests for exceptions to the requirements stated in this syllabus must be made in writing to the Internship Coordinator.

VIII. Optional Text

Grammar Smart A Guide to Perfect Usage. 3rd edition. Massachusetts: Princeton Review, 2014

IX. Online Writing Resources

An online style guide is available at <http://www.dianahacker.com/resdoc/>.

For information about WIU's Online Writing Center's services, visit the following sites:

http://www.wiu.edu/advising/tutoring/Online_FL2016_3.pdf

http://www.wiu.edu/university_writing_center/

http://www.wiu.edu/cas/english/university_writing_center/student_resources_pages/online_tutoring.php

(First Weekly Report)
Company Name
(Use company letterhead)

To: *(Supervisor)*
(Supervisor's Title)

Date: *(Date of Submission)*

Dr. Jeff Hancks
School of Distance Learning, International
Studies and Outreach

Re: Report #1
(Week Dates)
Company Name

Bachelor of Arts in General Studies
Degree Program
Western Illinois University

From: *(Your Name)*

Provide the following information regarding your internship company:

- A. Brief description of the company, to include at a minimum:
 - 1. Products produced or services provided
 - 2. Types of customers
 - 3. Processes or procedures utilized by the company
- B. Company brochure and/or promotional materials

(Second and Subsequent Weekly Reports)
Company Name
(Use Company Letterhead)

To: *(Supervisor)*
(Supervisor's Title)

Date: *(Date of Submission)*

Dr. Jeff Hancks
School of Distance Learning, International
Studies and Outreach

Re: Report #2
(Week Dates)
Company Name

Bachelor of Arts in General Studies
Degree Program
Western Illinois University

From: *(Your Name)*

The above heading must be used; no exceptions or variations will be accepted. In the areas enclosed with parentheses, place the appropriate names, titles or dates. See the following page for an example of a good report.

NOTE: Reports must be submitted weekly.

The purpose of each weekly report is to develop your written communication skills by explaining what you have learned during the past week. Be prepared to make note of ideas for your reports as events occur during the week. Include copies of any reports, charts, illustrations, etc., that will clarify your reports. You must obtain your supervisor's permission to send materials to the Internship Coordinator. Western respects the confidentiality of some of the material that you may work with (i.e., OSHA reports, financial data, or proprietary information). Do not focus only upon details but relate principles and concepts of what you are learning. Your site supervisor must initial or sign these reports before you send them to the Internship Coordinator. **NOTE: The purpose of these reports is not to restate the information contained in the Activity Log, but to fully describe a process or procedure.**

Your supervisor should designate another person to sign reports in his or her absence. If no one is available to sign the report, contact the Coordinator to explain why your report will be late.

When writing your reports, use passive voice (write without personal pronouns: I, you, he, she, we, they, me, him, her, them, and us). In business report writing, the author of the report is assumed to be doing the action or making the recommendation. Therefore, sentences such as, "I learned that a marked sheet, which is simply a sheet of goldenrod, should be used when making a book" should read, "A marked sheet, which is simply a sheet of goldenrod, should be used when making a book."

(EXAMPLE - WEEKLY REPORT FOR 2ND OR SUBSEQUENT WEEK)

Top Notch Design, Inc.

123 W. Smith Street
Hatfield, IL 62323
Telephone: 309/333-3333

To: Dr. Jeff Hancks
UNIV 490 Internship Coordinator
Western Illinois University

From: Ima Student

Date: May 19, 2019

Re: Weekly Report #10 – Human Resource Planning

Benchmarking provides organizations with an opportunity to conduct business re-engineering in a fashion which results in the identification of the practices for the core processes of the business. This helps the organization to simultaneously meet world class performance standards and determine opportunities for making a break-through performance. Benchmarking practices go beyond the competitive analysis approach because they require the assessment of the process performance of not only direct competitors but also major companies across all industries. To successfully conduct a benchmarking process, organizations must follow six steps: identifying what to improve, pinpointing what to benchmark, creating a benchmark team, looking for benchmark partners, gathering and examining information gathered, and implementing action of improvement.

The fundamental objective of any business re-engineering effort is the creation of a profitable and substantial competitive advantage. For the business manager, this presents a basic question of operation strategy. There are three basic operating strategies for creation of competitive advantage. A business can pursue a cost strategy by being the low-cost producer with quality, or the company can embrace a value strategy by offering more value to the customer than the competition is able or willing to provide while maintaining proximity on cost. The third choice is a hybrid of the first two. Business re-engineering demands process for identifying “best practices” for the core processes of business. This requires setting world class performance targets while also identifying break-through opportunities for achieving those targets. Benchmarking is a process that will satisfy this demand. Benchmarking has been defined in a number of ways such as: a process for identifying and learning from the best practices in the world; “a search for, and application of significantly better practices that lead to superior competitive performance,” and a process of comparing the business performance of one organization against another to gain information about the “best practices” which will lead to superior performance.

Benchmarking is not just a new name for the conventional analytical activities that might be gathered under the name of the competitive analysis. Benchmarking goes beyond competitive analysis leading the business to evaluate the process performance of leading-edge companies, rather than just direct competitors.

The objective of benchmarking is to accelerate the process of business re-engineering and achieve quantum performance improvements through adapting best practices of recognized organizations. In a way that leads to break through improvements in products, services, and processes; and results in total customer satisfaction and profitable competitive advantage. There are many areas that should be considered as potential candidates for application of the benchmarking process. Such as: the organization’s core competencies, significant problem area, areas of customer satisfaction or dissatisfaction, and core business processes.

The purpose of benchmarking is to accelerate the process of change through adapting the best practices of recognized excellent organizations. The objective is not just to search for what is out there, but to act upon what is found and produce improved bottom line results. Benchmarking is a powerful tool for organizations looking for break-through improvements and is an essential part of the business re-engineering process.

Name: _____

Weekly Activity Log
(Submit with Weekly Report)

Week # _____ Starting _____ Ending _____

Day of Week	Description and analysis of duties performed (new information learned, new skills, results, or completion of tasks or projects)	Time spent on specific job duties
	Total Hours	

- Also, provide a written response to the following questions on a separate page:
1. What challenges did you face this week? How did you handle a challenging situation?
 2. Give a description of the most interesting incident or experience you encountered.

Name: Joe Smith

EXAMPLE

**Weekly Activity Log
(Submit with Weekly Report)**

Week 3 Starting 6-2-13 Ending 6-6-13

Day of Week	Description and analysis of duties performed (information learned, new skills, results or completion of tasks or projects)	Time Spent on Specific Job Duties
Monday	Quality control inspection of part #894578 (metal hinge) Learned use of GO-NO GO gauges. Learned how to read specification prints and procedures	4 hrs
	Entered quality control results into shop records Learned how ABC Manufacturing records quality control data	4 hrs
Tuesday	Quality control inspection of part #876935 (locking pins) Continued use of GO-NO Go gauges. 98.9% of parts passed.	2 hrs
	Revised drawings of part #874839 to reflect recent engineering Learned to follow ABC's drafting guidelines	3 hrs
	Assisted Chief Engineer in packing Tool Show Display material Material was shipped to Chicago as directed.	5 hrs
Wednesday	Attended operations meeting with supervisor Learned that production in shop is three days behind schedule	2.5 hrs
	Operated Humbart Vertical Mill. Produced 520 end plates.	7.5 hrs
Thursday	Operated Humbart Vertical Mill. Produced 735 end plates	8 hrs
Friday	Operated Humbart Vertical Mill. Produced 200 end plates	3 hrs
	Assisted Set-Up with job set up on spot welders. Learned how to set up spot welders for welding hinge parts.	5 hrs
	Total Hours	40

Also, provide a written response to the following questions on a separate page:

- 1. What challenges did you face this week? How did you handle a challenging situation?**
- 2. Give a description of the most interesting incident or experience you encountered.**

EXAMPLE

Weekly Activity Log Week 3, June 2 - June 6, 2013

1. What challenges did you face this week? How did you handle a challenging situation?

Several mistakes/problems were encountered in trying to alphabetize and print an itemized version of the job bag list. Every single client had to be printed out individually; the itemized list was not printed out all at once. The reason for so many problems was unfamiliarity with functions of the program. Alphabetizing aided tremendously in setting up for the itemization, and it was eventually accomplished.

It was not possible to print the entire itemized version in one job, but other printing options were eventually realized. Therefore, taking the only way out, a page break was set for each individual client before printing the job. Furthermore, using the print function was the only way to print each page. Due to the size of the document, it took quite some time to produce the itemized version.

2. Give a description of the most interesting incident or experience you encountered.

The most interesting part of the week was producing the job bag documents. Coming to understand the necessary organizational work that takes place just to prepare jobs for disposal was incredible. Working on the documents aided in getting familiar with the Microsoft Excel application and, in turn, expanding knowledge of the printing software.

Final Report

(Use Company Letterhead)

To: (*Supervisor's name*)
 (*Supervisor's Title*)

Dr. Jeff Hancks
School of Distance Learning, International
Studies and Outreach

Bachelor of Arts in General Studies
Degree Program
Western Illinois University

Date: (*Date of Submission*)

Re: Final Report
 (*Dates of internship*)

From: (*Your Name*)

Provide a self-analysis of your internship experiences containing the following:

1. A summary of what you learned during the internship
2. A discussion of the special highlights of your internship
3. A discussion of any areas in which you believe you need improvement
4. A discussion of areas of academic study that helped you in your internship
5. Suggestions for improving the BGS internship experience
6. Your thoughts concerning the overall strengths of the internship program
7. Your thoughts concerning the overall strengths of the BGS degree program
8. Any other pertinent information concerning your internship or the BGS program that you believe should be brought to the attention of the Internship Coordinator