"Developing the Future Business Leaders in Coastal Georgia"

Internship Handbook

2013-2014

Mission

The College of Business Administration at Savannah State University is dedicated to delivering quality undergraduate and graduate business programs to a diverse student population. Through innovative instruction, mentoring, applied research, and community involvement, the College develops business graduates who compete effectively in the public and private sectors.

Vision Statement

Building on the rich history of Savannah State University, the College of Business Administration will be a premier, student-centered college in our region, where students can maximize their options and fulfill their potential in an environment that embraces diversity. The College will create an efficient, service-oriented culture that is responsive to the needs of students, faculty, staff, alumni and the community.

Dear Prospective Employer:

Thank you for your interest in the Internship Program of Savannah State University's College of Business Administration (COBA). COBA is dedicated to providing its students with quality work experiences that help prepare them to become active contributors to the business profession. We pride ourselves in grooming knowledgeable and intellectually savvy students that embody the principles of both the College of Business Administration and the University as a whole.

Internships are a way to build mutually beneficial relationships between COBA students and potential employers. It is, therefore, our desire that the interns are viewed as novice employees and that they are assigned stimulating tasks that allow them to promote the immediate and overall objectives of their placement locations.

By placing our students in professional settings where they gain experience meeting vigorous goals and deadlines, we are hoping to set a standard of excellence that reflects the student as well as the College of Business.

This handbook provides a detailed outline of the internship and placement process and includes the associated documents and forms. Please review the enclosed documents and contact the Placement Center for additional information.

We look forward to partnering with you,

Lauren D. Harold, M.Ed.
Placement Coordinator
College of Business Administration
Savannah State University
(912) 358-3400
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Introduction

Savannah State University's College of Business Administration (COBA) is one of 20 colleges in the state of Georgia that has attained international accreditation by the Association to Advance Collegiate Schools of Business (AACSB). COBA offers two degree programs and several majors, concentrations, and minors.

Students pursuing Bachelors of Business Administration Degrees choose from Majors in Accounting, Computer Information Systems, Management, or Marketing. Business Majors can also acquire Minors in Global Logistics or Entrepreneurship.

The Master of Business Administration degree prepares students for management and leadership positions in public, private and non-profit sectors. The MBA program also offers an Accounting concentration for graduates interested in pursuing the CPA credential.

The College of Business Administration houses three Centers that are dedicated to maximizing the potential and growth of our students.

> The Center for the Advancement of Creativity and Entrepreneurship (**ACE**) is dedicated to establishing entrepreneurial experiences for students by expanding the connection between Savannah State University and the Savannah community.
>
> The **Global Logistics & International Business Education and Research** (G-LIBER) center builds academic and industry partnerships by way of international research collaborations and faculty travel abroad.
>
> The **Placement Center** provides career counseling services and professional development workshops specifically designed to help students and alumni of COBA acquire internships, co-ops, and career opportunities.

Table of Contents

Introduction 5

Internship Program 6

Guidelines and Responsibilities

- **Finding An Internship** 7
- **Visiting the Placement Office** 7
- **COBA Placement Responsibilities** 8
- **Student Responsibilities** 8
- **Employer Responsibilities** 9

Helpful Hints

- **Meeting Internship Prerequisites** 10
- **Planning for Your Internship** 10
- **Ending Your Internship** 11

Appendices

Appendix A

- **Placement Application** 13
- **Faculty Recommendation Form** 14
- **Placement Agreement** 15

Appendix B

- **Sample Reflection** 16
- **Sample Time Log** 17

Appendix C

- **Mid-Term Evaluation** 18
- **Final Evaluation** 19

COBA Internship Program

Overview

The internship program offers COBA students the chance to receive academic credits while gaining applicable work experiences. The program is presented through the upper-level Business Courses, BUSA 4229 or CISM 4900. In the past, local, national, and international companies have partnered with the College of Business in an effort to provide students with the opportunity to develop skills that ensure marketability in an ever-growing workforce.

Internships are coordinated through COBA's Placement Center with the support of the University's Center for Leadership and Development. The Placement Coordinator serves as a liaison between students and corporations and works to ensure that both parties are receiving the optimal benefits from this partnership.

Prerequisites

Eligibility for BUSA 4229 or CSIM 4900 is determined by academic standing, grade point average, and faculty recommendation. Student must complete at least 75 credit hours (including MGNT 3165), possess a GPA of 3.0 in the upper level Business courses (3000-4000 level), possess an overall GPA of 2.75, and submit two faculty recommendations (one of which **MUST** come from a COBA faculty member). Once requirements are met, students are encouraged to visit the COBA Placement Center.

Acceptance

After students have met the prerequisites and have obtained an approved internship, a placement agreement must be signed by the Student, the Employer, and the Placement Coordinator. This agreement outlines the terms and conditions of the Student's internship and states the responsibilities of each of the aforementioned parties.

Evaluation

BUSA 4229 & CISM 4900 are PASS/FAIL courses. A passing grade is determined by the completion of various assignments that are outlined in the course syllabus. These assignments include reflective essays, time logs, and a final project. During the course, the student along with his/her supervisor will complete two formal evaluations. One evaluation will be completed when the student reaches the mid-point of the internship and the other during the ending stage.

Internship Guidelines

Finding an Internship

An internship is a way for students to gain valuable experience prior to officially entering the work force. In addition to offering applicable training, internships also provide opportunities to build professional networks that can be integral to obtaining a career following graduation. Prior to searching for an internship, it is important to consider the following things:

- What is the best time of year for you to complete an internship?
- Do you plan to complete the internship while taking courses?
- What regions will you be willing to relocate to for an internship?
- How will the position help you to achieve your overall career goals?
- Will the position increase your hireability upon graduation?

It is important to allot yourself an adequate amount of time to prepare and apply for these positions. When beginning your search, there are a number of resources available to aid you. Savannah State University has a career network service that provides listings of internship and career opportunities (www.savannahstate-csm.symplicity.com). If there is a specific company that you are interested in, you can visit their website or contact a representative from the company to see what types of opportunities are available. Some other resources that can aid your search are listed below.

- www.collegecentral.com/gain
- www.internshipprograms.com
- www.serviceinternships.com
- www.Goabroad.com

Visiting the Placement Office

The COBA Placement Office is an available resource that assists students with locating and preparing for internship opportunities. . The Placement Coordinator acts as a facilitator of the process and it is the student's responsibility to apply for and follow up with presented positions. It is important to note that Internship placements are not guaranteed. Due to the competitive nature of internships, successful placement is largely determined by the efforts of the students. The Placement Coordinator may ask students to submit resumes, contact employers, or attend career development activities and it is important for students to respond to these requests in a timely manner.

COBA Placement Responsibilities

1. To seek appropriate internships and cooperative education (co-op) opportunities;
2. To assist students in making decisions that help them to achieve their career goals;
3. To provide students with professional development opportunities prior to and during the internship experience;
4. To provide a clear explanation of the guidelines and requirements of BUSA 4229/ CISM4900;
5. To maintain open communication with BUSA 4229/CISM4900 students and to respond to any requests concerning the course promptly;
6. To provide students with regular feedback for submitted assignments;
7. To schedule conferences with the student's assigned supervisor as needed;
8. To schedule conferences with the student intern as needed;
9. To arrange for the removal or reassignment of a student that fails to abide by the responsibilities outlined in this agreement;
10. To arrange for the reassignment of a student whose employer fails to abide by the responsibilities outlined in this agreement.

Student Responsibilities

1. To successfully complete all of the prerequisites outlined for BUSA 4229 or CISM 4900 and properly register for the course;
2. To complete all of the assignments that are outlined in the course syllabus within the time frame allotted;
3. To maintain open communication with the Placement Coordinator and respond promptly to any requests concerning the course;
4. To follow company policies and be in honest dealings with the employer;
5. To maintain professionalism by arriving punctually and by adhering to the assigned work schedule;
6. To maintain professionalism by wearing professional business attire at all times;
7. To demonstrate knowledge of his/her degree concentrations and to perform assigned duties to the best of his/her ability;
8. To keep complete administrative and job-related tasks in a prompt and diligent manner;
9. To display a cooperative attitude toward suggestions for personal and professional improvement;
10. To demonstrate the ability and willingness to accept responsibility for all actions.

Employer Responsibilities

1. To designate a supervisor to serve as a liaison between the coordinator, the student, and the employer;

2. To inform students of the organizational structure of the business;

3. To provide students with a general description of assigned duties and responsibilities, criteria for evaluation of performance, expected deliverables and other appropriate business related information;

4. To establish a work schedule that will enable the student to meet the requirements of both the Employer and the College of Business;

5. To conduct two evaluation that are to be returned to the Placement Coordinator at the times outlined in the student's syllabus;

6. To communicate with the COBA Placement Coordinator regarding any concerns as they pertain to the student's performance;

7. To notify the coordinator of any changes in the student's status.

Helpful Hints

Meeting Internship Prerequisites

Prepare Early. The key to scoring a great internship is making yourself highly competitive. Employers seek students who have a combination of academic and extracurricular accolades. Beginning your freshman year, it is important to maintain a consistently high academic record and to take an active role in organizations that are related to your degree program.

Be Advised. Schedule regular appointments with your Academic Advisor. You can use these meetings to formulate a plan of action that assist with the chronological outline of your academic goals.

Build Relationships. The internship program requires two faculty recommendations. Therefore, it is important to build healthy and respectful relationships with your professors in and outside the College of Business.

Save Up. If you are interested in global internships, start saving now! Many oversees opportunities are not paid and often require payment for lodging and travel. Although there are some scholarships available, they usually do not cover the entire cost of the program.

Planning for Your Internship

Research the company. Before the beginning of your internship you should use Annual Reports, periodicals and the World Wide Web to gather information concerning the history and culture of the organization where you will be working.

Secure Accommodations. Most students will be responsible for establishing their own living arrangements. In securing accommodations, make sure the place is affordable, clean, safe, and accessible to public transportation.

Set Goals. Complete a planning document at the beginning of the internship that sets realistic goals and outlines an action plan to monitor and evaluate your progress. You can use this document to frequently evaluate whether your personal and professional goals are being accomplished.

Seek Supervision. Your supervisor's feedback can be an effective benchmark for evaluating past performance and making decisions about your future efforts. They can also help you to develop a plan to address any needed improvements.

Monitor Your Behavior. Businesses and corporations evaluate your work performance as well as your off the job behavior because it is a reflection of your character. The places you go and the people with whom you associate are indicators of your judgment. Remember to steer clear of places and people that may reflect negatively on your character or judgment.

Ending Your Internship

Be professional. Although most end-dates for internships are predetermined, it is important to follow the termination procedures that the employer has established.

Clean it Up. If you have been assigned a personal office or work area, be sure to remove pictures, posters or other personal items from the walls or other areas. Pack all personal belongings securely in a box and take them with you when you depart.

Give Thanks. Be sure to personally thank all organizational staff who assisted and supported you during the internship. Letters of appreciation should be individualized and written in professional business style.

Follow Up. Thank you cards are a good way to follow up with an employer after the internship has concluded. These notes can also serve as a way for you to reach out to an employer regarding future career opportunities. If a letter of appreciation was written prior to termination then a thank you card can be sent four to six weeks after the internship has concluded.

Appendices

Placement Center
Howard Jordan Building •146
Savannah, GA 31404
(912) 358-3400
cobaplacement@savannahstate.edu

To be filled out by student. *(Information provided on this form must be legible.)*

Graduation Date: _____

_____ _____ **Current GPA:** _____

First Name M. I. Last Name Student Identification Number

_____

Primary Address

_____

City State ZIP

(_____)_____ _____

Primary Telephone Primary E-mail Address

Major (Check one):
- ☐ Accounting
- ☐ Computer Information Systems
- ☐ General Business
- ☐ Management
- ☐ Marketing
- ☐ Other_____

Class (Check one): Freshman Sophomore Junior Senior

Alumni:_____
(Month/Year Graduated)

_____

Secondary Address

_____

City State ZIP

(_____)_____ _____

Secondary Telephone Secondary E-mail Address

Are you currently employed? _____ (Yes/No)

If so, where? _____

Employer's Telephone Number: (____)_____

Have you completed MGNT 3165, "Management of Organizations," or an equivalent course? _____ (Yes/No)

Do you have your own transportation to travel to and from work? _____ (Yes/No)

What type placement are you interested in? Internship Co-Op Part Time Full Time Other_____

I affirm that the information provided on this form is true and correct.

I authorize the COBA Placement Center to release my placement information to bona fide employers and/or graduate school representatives.

Signature_____ Date of Application_____

Placement Center
Howard Jordan Building •146
Savannah, GA 31404
(912) 358-3400
cobaplacement@savannahstate.edu

Faculty Recommendation Form

Student's Name _____ **Major** _____

The student named above has signed up for BUSA 4229 Administrative Practice and Internship. Please evaluate the student's performance as it pertains to your class. Feel free to provide any additional information as you deem necessary.

Rating Scale: 1 – Unsatisfactory **2** - Below Average **3** – Average **4** – Good **5** – Excellent

Is the student capable of handling a class load in addition to an internship?	1	2	3	4	5
Student demonstrates professionalism.	1	2	3	4	5
Student is goal-oriented.	1	2	3	4	5
Student has a sufficient class attendance rate.	1	2	3	4	5
Student is a team player.	1	2	3	4	5
Student completes class and homework assignments.	1	2	3	4	5
Student complains about work.	1	2	3	4	5
Student takes initiative in class.	1	2	3	4	5
Student asks questions when in doubt.	1	2	3	4	5
Student goes beyond the call of duty.	1	2	3	4	5
Does the student attend professional development activities outside of class?	1	2	3	4	5

ADDITIONAL COMMENTS

_____
_____
_____
_____

Faculty Signature _____ **Date** _____

SAVANNAH STATE UNIVERSITY 1·8·9·0

COBA AACSB ACCREDITED

COLLEGE OF BUSINESS ADMINISTRATION

Placement Center
Howard Jordan Building •146
Savannah, GA 31404
(912) 358-3400
cobaplacement@savannahstate.edu

STUDENT	Click here to enter text.		**SIN**	Click here to enter text.	
MAJOR	☐ Accounting	☐ CIS	**CLASS**	☐ Freshman	☐ Sophomore
	☐ Management	☐ Marketing		☐ Junior	☐ Senior
	☐ Other			☐ Alumnus	
LOCAL ADDRESS			**CITY/STATE**		
			ZIP CODE		
TELEPHONE			**E-MAIL**		
ORGANIZATION			**SUPERVISOR**		
ADDRESS			**TITLE**		
CITY/STATE			**ZIP CODE**		
TELEPHONE			**E-MAIL**		

PLACEMENT TYPE: ☐ Internship ☐ CO-OP ☐ Part-Time ☐ Full-Time ☐ Volunteer ☐ Other

CONDITIONS OF EMPLOYMENT:

EMPLOYMENT BEGINS: Click here to enter a date.

BENEFITS SUPPLIED:

☐ LIABILITY INSURANCE ☐ WORKMEN'S COMP. ☐ OVERTIME ☐ SOCIAL SECURITY ☐ OTHER

RESPONSIBILITIES TO THIS AGREEMENT

The Employer Agrees to:

Establish a work schedule that will enable the student to meet the requirements of both COBA and the employer.

Provide a job description with quality work assignments related to the student's academic success.

Schedule an initial site visit and designate a supervisor to serve as a liaison between the coordinator, the student, and the employer.

Cooperate with COBA in evaluating student's performance/progress.

Notify the coordinator of any changes in the student's status.

Notify the coordinator of any changes in the student's status.

The College Agrees to:

Make provisions for the student to receive on-the-job training related to his/her career goals.

Assist the student in making decisions and help him/her meet employment requirements.

Work with the employer in developing training plans consistent with the student's career goals.

Report problems related to the work experience program to students, employer,

Arrange for the removal or reassignment of a student that fails to abide by the responsibilities outlined in this agreement.

Arrange for the reassignment of a student whose employer fails to abide by the responsibilities outlined in this agreement.

The Student Agrees to:

Perform assigned duties to the best of his/her ability including but not limited to: Dressing appropriately, being punctual and dependable and remaining loyal to the organization.

Keep the Employer's best interest in mid at all times.

Follow directions and be in honest dealings with the employer.

Keep records and reports as required by either the employer or the college.

Complete required forms for his/her work program.

Keep the employer and coordinator informed about any changes in his program or intentions.

Employer		Student:	
Coordinator			

Sample Reflection

My first week at my internship was enlightening and overall very informative. I came into this position with little knowledge of my job description or what department of the company I would be working in. Over the week I developed a better perspective on the organization and the entails of my job over the duration of my 16 weeks. I work in the department of Grants Management (DGM). The company gives out billion of government tax dollars to organizations that develop and provide behavioral health programs. In DGM, my main duty is to review the applications of organizations' who desire funding. Some of my other responsibilities include processing and tracking grant documents, performing thorough quality checks on grant documents, and participating in team and client meetings.

I arrived in Anytown, USA a little early so that I could get situated in my apartment which was funded by the organization. I reported to the job on Monday and my first day consisted of meeting the other interns and the program director, and completing my orientation. My first week working in my department consisted of getting familiar with office procedures, understanding the grant process, and getting acquainted and familiar with my supervisor and other staff members.

Although it's only the first week, I've already learned so much! I've encountered so many situations where I've had to use information my professors in COBA lectured about. Situations from elevator encounters, handshakes, introductions, social gathering, office lunch outings, and cultural adaptation all have presented themselves over the course of the last week. My hopes are to absorb as much as possible from my environment during the remainder of my time. My goals for this internship are to develop better communications skills that correlate in the business environment. I also would like to build connections that will hopefully open greater doors of opportunity.

COBA Internship Hours Log

Minutes (15 min.= .25) (30 min.= .5) (45 min.= .75)

Categorization of Daily Hours								
Week	**Day**	**Direct Duties**	**Professional Development**	**Non-Program**	**Supervision**	**Other**	**Total Hours**	
Jan. 14-18	**Mon**							
	Tues							
	Wed							
	Thurs							
	Fri							
	Total							
week	**DAY**	**Direct Duties**	**Professional Development**	**Non-Program**	**Supervision**	**Other**	**Total Hours**	**MLK Jr. Holiday 1/21**
Jan. 21-25	**Mon**							
	Tues							
	Wed							
	Thurs							
	Fri							
	Total							
week	**Day**	**Direct Duties**	**Professional Development**	**Non-Program**	**Supervision**	**Other**	**Total Hours**	
Jan. 28-Feb.1	**Mon**							
	Tues							
	Wed							
	Thurs							
	Fri							
	Total							
week	**Day**	**Direct Duties**	**Professional Development**	**Non-Program**	**Supervision**	**Other**	**Total Hours**	
Feb. 4-8	**Mon**						0	
	Tues						0	
	Wed						0	
	Thurs						0	
	Fri						0	
	Total	0	0	0	0	0	0	

Midterm Evaluation

The person(s) directly responsible for the supervision of the student should complete this evaluation.

STUDENT:

First Name M. I. Last Name

Student Identification Number

Local Address

Major: o Accounting o CIS
o Management o Marketing
o Other_____

City State Zip

(_____)_____ Telephone

E-mail Address

Class: o Freshman o Sophomore o Junior
o Senior o Alumnus

EMPLOYER:

Name of Organization

Supervisor's Name

E-mail Address

Title

Telephone Number

Please evaluate the student employee in the following categories. Circle your response on the following scale:
1-Needs Improvement 2-Below Average 3-Average 4- Above Average 5 Excellent N/A: Not Applicable

SKILLS							
a) Knowledge level of tasks to be performed	1	2	3	4	5	N/A	a)
b) Ability to make decisions, if necessary	1	2	3	4	5	N/A	b)
c) Ability to use equipment/tools skillfully	1	2	3	4	5	N/A	c)
d) Ability to use complete software applications	1	2	3	4	5	N/A	d)
COMMUNICATION							
a) In relation to supervisor	1	2	3	4	5	N/A	a)
b) In cooperation with other employees	1	2	3	4	5	N/A	b)
c) In quality of written communication	1	2	3	4	5	N/A	c)
d) In speaking ability	1	2	3	4	5	N/A	d)
e) In listening ability	1	2	3	4	5	N/A	e)
ATTITUDE/PERFORMANCE							
a) Interest in performing assigned tasks	1	2	3	4	5	N/A	a)
b) Initiates/suggests ideas	1	2	3	4	5	N/A	b)
c) Willingness to learn new tasks	1	2	3	4	5	N/A	c)
d) Willingness to follow instructions	1	2	3	4	5	N/A	d
DEPENDABILITY/WORK ETHIC							
a) Arrives at work on time	1	2	3	4	5	N/A	a)
b) Calls prior to work, if not able to be present	1	2	3	4	5	N/A	b)
c) Dresses appropriately	1	2	3	4	5	N/A	c)

This evaluation has been discussed with student employee: o Yes o No
(Additional comments by student or supervisor may be provided on the back of this form.

(Supervisor Signature) (Student Signature) (Date)

Final Evaluation

The person(s) directly responsible for the supervision of the student should complete this evaluation

STUDENT:

____ __________________________

First Name M. I. Last Name Student Identification Number

(_____)________________ ______________________

Telephone E-mail Address

- -

EMPLOYER:

_____________________________________ _____________________________________ **Name of Organization Supervisor's Name**

____________________________________ _____________________________________

E-mail Address Title

____

Telephone Number - -

- -

PERIOD OF REPORT: From______________________ To________________________________

TYPE EMPLOYMENT: (Paid_____ Not Paid _____ Credit_____ Number of Credit Hours_____)

o Internship o Co-op o Part-time o Full-time o Volunteer o Other ______________________

- -

On a scale of 1 (lowest rating) to 7 (highest rating), *please circle the number that best indicates your rating* of the Savannah State University (SSU) Intern that works for you. If, for any reason, *you cannot evaluate* a particular characteristic, please circle *N/O*. Using a similar scale (1--lowest, 7--highest), please provide us with *your assessment of the importance* of each characteristic for excelling in the area(s) in which those graduates work.

1. Ability to communicate ideas orally — 1 2 3 4 5 6 7 N/O
2. How important is oral communication for excelling in their jobs? — 1 2 3 4 5 6 7 N/O
3. Ability to communicate ideas in writing
4. How important is written communication for excelling in their jobs? — 1 2 3 4 5 6 7 N/O
5. Technical knowledge of the subject matter of the major/discipline — 1 2 3 4 5 6 7 N/O
6. How important is technical knowledge of the subject matter of the major discipline for excelling in their jobs? — 1 2 3 4 5 6 7 N/O
7. Ability to use computer technology in solving business problems — 1 2 3 4 5 6 7 N/O
8. How important is ability to use computer technology for excelling in their jobs? — 1 2 3 4 5 6 7 N/O
9. Ability to plan and organize work — 1 2 3 4 5 6 7 N/O
10. How important is planning and organizing for excelling in their jobs? — 1 2 3 4 5 6 7 N/O
11. Ability to work in teams — 1 2 3 4 5 6 7 N/O
12. How important is working in teams for excelling in their jobs? — 1 2 3 4 5 6 7 N/O
13. Ability to appreciate and consider broad business issues in dealing with specific problems related to the subject matter of the major/discipline. — 1 2 3 4 5 6 7 N/O
14. How important is appreciating and considering broad business issues in dealing with specific problems related to the major/discipline for excelling in their jobs? — 1 2 3 4 5 6 7 N/O
15. Ability to gain confidence, respect, and cooperation of clients and colleagues? — 1 2 3 4 5 6 7 N/O
16. How important is gaining confidence, respect, and cooperation of clients and Colleagues for excelling in their jobs? — 1 2 3 4 5 6 7 N/O
17. Demonstration of a realistic perspective of the world of work — 1 2 3 4 5 6 7 N/O
18. How important is demonstrating realistic perspective of the world of work for excelling in their jobs? — 1 2 3 4 5 6 7 N/O

This evaluation has been discussed with student employee: o Yes o No (Additional comments by student or supervisor may be provided on the back of this form.

______________________________ ______________________________ ____________________________

(Supervisor Signature) (Student Signature) (Date)

COBA Placement Center
Savannah State University

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