

Hand Book for Internships

Central Coast Biotechnology Center, California Community Colleges

<http://www.ednet.cc.ca.us>, click on "Services"

1998

What is an Internship?

- An internship is defined in this handbook as a work-based learning experience for which student receives college credit.
- An internship is a short-term, one-time, paid or unpaid work experience that provides students with a connection between their classroom studies and the work place.

Who Are the Players in an Internship?

- The student,
- The site supervisor
- The instructor of record

These are usually the three persons involved in organizing and completing an internship. The instructor of record is responsible for ensuring the appropriate paperwork is completed.

What Are Common Characteristics of Internships?

- New or expanded responsibilities for the student.
- Work experience related to the student's studies or career interest.
- Verbal and written assessment of the student's performance by the site supervisor, including evaluation of the student work quality, level of cooperation, and success in meeting the internship objectives.
- Instructor of record helps negotiate objectives, supports the student, mediates any problems that arise at the site, and issues credit.
- The internship assists the student to develop basic skills and competencies that apply to any work environment.

(continued)

GUIDELINES

Five areas of skill or responsibility define the internship.

1. Basic Skills

Only students with appropriate skill levels will be referred to a company.

These are the basic skills an employer may expect of an intern.

- Honesty and dependability
- The ability to recognize problems and find solutions
- Excellent communication skills
- The ability to get along with people
- The ability to read, write, and calculate well
- Willingness and openness to develop skills, competencies, and qualities as they participate in work-based learning

2. Structure of an Internship

Each internship contract will have specific actions and measurable learning objectives. The student, instructor, and site supervisor determine exactly what the student will accomplish and how those accomplishments will be measured.

To determine the objectives, these questions will be answered.

- What task will the student complete?
- How will the student accomplish it?
- How will it be measure, evaluated, or rated, and who will do this?
- When will the student complete the internship and task?

3. Responsibilities of the Players

• Student

When a student expresses interest in a work-based learning experience, the instructor of record or counselor can help them clarify their expectations by helping determine what they want to learn on a job, how much time they can spend, and what kind of work environment they want.

• Site Supervisor/Employer

The site supervisor is the key person at the internship site and can help design student objectives. The supervisor determines whether a student can reasonably accomplish a set of objectives in the time available. The site supervisor also helps with the final evaluation.

- **Instructor Of Record/Counselor**

Instructors connect students with placements that match as closely as possible to their learning expectations. The instructor or counselor helps the supervisor identify work tasks that harmonize with the goals of the organization while meeting the learning expectations of the student and falling within the educational policies of the college. The instructor can help students and site supervisors negotiate clear objectives. The objectives align the expectations of both the student and the site supervisor, serve as the basis for evaluation, and function as documentation for the college that learning is taking place.

EXAMPLE OBJECTIVE

Department: Science

Program: Biotechnology

Internship: Laboratory Aide in a Biotechnology Company

Objective: For 48 hours, I will operate an instrument that weighs tissue samples and will use a bar-code reading device to record data about each sample and transfer data from the reading instrument to a computer data base. My supervisor will verify that I spent 48 hours at this task by the end of the semester.

4. Monitoring of Interns

The student intern will begin work after being matched to a site, after enrolling in a class, and after the instructor, student and supervisor agree to objectives. The instructor of record will support the intern during the work experience. Periodic contact with both the intern and supervisor build the process. A written record of contacts by the instructor with the supervisor and intern will be kept.

- Site Visits

Reports indicate that the most useful form of support is a site visit to the supervisor and intern by the instructor. The instructor is able to see the work environment, which is also a learning environment for the intern and the college. Visits demonstrate to the intern and the supervisor that the college considers the relationship a valuable learning experience.

- Communication by telephone, facsimile, and electronic mail

Phone contact on a weekly basis during the first month of the internship is essential, giving moral support to the intern as well as a conduit to discuss any problems or concerns that arise early in the relationship. Calls can be made to both the intern and supervisor, to check and see how things are going. Since most businesses and organizations have a FAX machine and/or E-mail, the instructor can send a brief evaluation form two or three times during the internship. The form is simple, requiring one to two minutes to fill out and send back.

5. Evaluating the Success of the Internship

What the student intern learned and how well the student interacted with the site supervisor measures internship success. The instructor measures both by using the objective(s) as guides. As with other course work, the final authority for issuing credit for the internship rests with the instructor of record.

- **Site Supervisor Evaluation**

The site supervisor determines if the student met the objectives, evaluates the completion of the objectives, verifies that the student worked the hours agreed upon, and assesses both the quality of the intern's work and work attitude. Suggestions for improvement will be included. Documentation can take the form of a rank ordering of traits, qualities, or performance outcomes, along with brief written comments. The evaluation forms are brief while providing an opportunity for additional comments by the supervisor.

- **Student Intern Evaluation**

The student intern's self evaluation informs the instructor how well they think they fulfilled the objectives as well as allowing the student to reflect on the learning experience in a structured way. Significant learning can take place even if the original objectives change. This evaluation assists the department and internship program to determine if students are ready for the work experience component and if any changes need to be made to the curriculum.

- **Final Evaluation of the Student Intern by the Instructor**

The instructor's final evaluation and awarding of credit to the student can be based on the contacts you have had during the internship and on the final evaluation by the supervisor and the student themselves. Having the student keep a journal, write a paper, or have an exit interview are ways the instructor can accumulate documentation for the internship. Some students might document learning through a product created during or as an outcome of the internship. The product could include documents, databases, or operating procedure as well as a biotechnology product such as a protein or biomedical device, or improvement of a procedure.

Based on handbook material from the Northern California Biotechnology Center located at City College San Francisco. Permission to use their material is gratefully acknowledged by the Central Coast Biotechnology Center Director.

START UP KIT FOR INTERNSHIPS

Central California Biotechnology Center

Included are guidelines for writing objectives, sample forms, and a checklist that ensures all the necessary documentation stipulated in Title V is available in the student file.

List of Forms

- 1. Internship Announcement – the company sends this to the Biotechnology Center**
- 2. Student Application and Referral Form – The student completes this two-copy form, then requests a recommendation from the instructor or counselor. One copy is retained by the instructor, the other sent to the Biotechnology Center**
- 3. Student Fact Sheet – Information to be given to a student considering an internship**
- 4. Student Skills Information Sheet – Information for the student on the skills they are expected to possess.**
- 5. Internship Objectives – includes guidelines and sample objectives**
- 6. Internship Program Agreement – signed by the student, site supervisor and instructor of record**
- 7. Student Self Evaluation – Completed by the student, returned to the instructor of record**
- 8. Supervisor Evaluation – Completed by the supervisor and returned to the instructor**
- 9. Attendance Record– completed by the student, verified by the supervisor, and returned to the instructor**

Please feel free to duplicate these forms.

1. INTERNSHIP ANNOUNCEMENT

CENTRAL CALIFORNIA BIOTECHNOLOGY CENTER
VENTURA COLLEGE
4667 TELEGRAPH RD, VENTURA, CA 93003
An ED>Net Funded Project

| | |
|--|---|
| Organization _____ Date _____ SIC _____ | |
| Contact person _____ Title _____ | |
| Address _____ | |
| City, State, Zip _____ | |
| Phone(s) _____ | |
| Fax _____ Email _____ | |
| Job Classification _____ Job Title _____ | |
| Duties & Responsibilities _____ _____ _____ | |
| Required Skills & Abilities _____ _____ | |
| Most Essential Skill _____ | |
| Comments | |
| Days and hours _____ | |
| Start Date _____ End Date _____ Total Hours Per Week _____ | |
| Pay: (Circle one) Stipend _____ (amount) Rate of _____ per _____ Unpaid | Time: (Circle one) Full-time Part-Time Either |
| Academic Credit (Circle one) Yes No | Semester (Circle one) Fall Summer Spring Continuous |

2. STUDENT APPLICATION AND REFERRAL FORM

CENTRAL CALIFORNIA BIOTECHNOLOGY CENTER
 VENTURA COLLEGE
 4667 TELEGRAPH RD, VENTURA, CA 93003
 An ED>Net Funded Project

Please Type All Information. Thank you.

| | | | |
|---|-------------------|---|------------------------------|
| Student ID | | Date | |
| Name: Last, First, Middle – Suffix | | Gender | SSN |
| Address: City, State, Zip | | E-Mail Address | |
| Currently Enrolled in Community College Yes No | ESL Level | Taking course for CREDIT NON-CREDIT | Phones Daytime Evening |
| Occupational Goals: | | | |
| Briefly Describe Skills From Previous Jobs | | | |
| List Courses Taken That Relate to Your Career Objective | | | |
| <u>Course</u> | <u>Instructor</u> | <u>When Completed</u> | <u>Grade</u> |
| | | | |
| Major Area of Interest | | Area(s) of Interest for Internship | |
| Faculty Referral | | | |
| Instructor's Name _____ | | Approval _____ | Date _____ |
| Or Counselor's Name _____ | | Approval _____ | Date _____ |
| Comments | | | |
| | | | |

Your application will be processed only with faculty or counselor approval.

3. STUDENT FACT SHEET

CENTRAL CALIFORNIA BIOTECHNOLOGY CENTER
VENTURA COLLEGE
4667 TELEGRAPH RD, VENTURA, CA 93003
An ED>Net Funded Project

What is an Internship?

An internship is defined as a work-based learning experience for which student receives college credit, with specific learning goals and outcomes. An internship is a short-term, one-time, paid or unpaid work experience that provides students with a connection between their classroom studies and the work place.

An internship

- is an effective way to explore professional fields,
- develop specific skills,
- may be better than an entry-level job as it usually provides the opportunity to do substantive work in significant positions, and
- can add to your attractiveness as a candidate for potential employment.

Who Would Benefit From an Internship?

Since work experience has become a necessary addition to the ongoing education al process, both those persons seeking or changing careers would benefit from an internship.

How Do I Apply For an Internship?

You need four documents:

- Student Application and Referral Form, available at the CCBC or the college biotechnology instructor. Be sure the Faculty Information section is completed by a counselor or faculty member.
- a professional resume
- strong cover letter explaining how work will correspond with studies
- list of references.

Turn in these four documents to the Central California Biotechnology Center, or to the Instructor of Record, depending on who is the link for the internship. This will be stated on the Internship Announcement.

Who Are the Players in an Internship?

The student, the site supervisor and the instructor of record are usually the three persons involved in organizing and completing an internship. The instructor of record and the coordinator in the Biotechnology Center are responsible for ensuring the appropriate paperwork is completed.

What Will the Employer Expect of Me as an Intern?

To recognize problems and find solutions
To communicate well and get along with people
To be honest and dependable
To read, write, and calculate well

How Will I Benefit From This Experience?

You will gain valuable work experience and a letter of recommendation.
You will be exposed to many people in your chosen field, assisting in building a network of career contacts. These contacts will prove important in developing your career path and ultimate career satisfaction.
You will experience a realistic evaluation process. Did you accomplish your learning objectives and personal goals?
You will discover your suitability to your career choice before you make the commitment. Is this the career for you, or will you need additional training to succeed?

What Are Common Characteristics of Internships?

- New or expanded responsibilities for the student.
- Work experience related to the student's studies or career interest.
- Verbal and written assessment of the student's performance by the site supervisor, including evaluation of the student work quality, level of cooperation, and success in meeting the internship objectives.
- Instructor of record helps negotiate objectives, supports the student, mediates any problems that arise at the site, and issues credit.
- The internship assists the student to develop basic skills and competencies that apply to any work environment.

4. STUDENT SKILLS INFORMATION SHEET

CENTRAL CALIFORNIA BIOTECHNOLOGY CENTER
VENTURA COLLEGE
4667 TELEGRAPH RD, VENTURA, CA 93003
An ED>Net Funded Project

As an intern, you will be expected to possess the following skills.

1. **Basic Skills** – to read, write, listen, speak, and perform arithmetic and mathematical operations
 - **Reading** – locate, understand, and interpret written information in prose and documents such as manuals, graphs, and schedules.
 - **Writing** – communicate thoughts, ideas, information, and messages in writing and create documents such as letters, direction, manuals, graphs, and flowcharts.
 - **Listening** – receive, attend to, and respond to verbal messages and other cues
 - **Speaking** – organize ideas and communicate oral messages
 - **Arithmetic/mathematics** – perform basic computations and approach practical problems by choosing appropriately from a variety of mathematical techniques
2. **Thinking Skills** – think creatively, make decisions, solve problems, see things in the mind’s eye, know how to learn and reason.
 - **Creative Thinking** – generate new ideas
 - **Decision Making** – specify goals and constraints, generate alternative, consider risks and evaluate and choose the best alternative.
 - **Problem Solving** – recognize problems, devise and implement plans of action
 - **Seeing Things in the Mind’s Eye** – organize and process symbols, pictures, graphs, objects, and other information
 - **Knowing How to Learn** – use efficient learning techniques to acquire and apply new knowledge and skills
 - **Reasoning** – discover a rule or principle underlying the relationship between two or more objects and apply it when solving a problem
3. **Personal Qualities** – display responsibility, self-esteem, sociability, self-management, and integrity and honesty
 - **Responsibility** – exert high level of effort and persevere towards goal attainment
 - **Self-Esteem** – believe in own self-worth and maintain a positive view of self
 - **Sociability** – Demonstrate understanding, friendliness, adaptability, empathy, and politeness in group settings
 - **Self-Management** – assess self accurately, set personal goals, monitor progress, and exhibit self-control
 - **Integrity/Honesty** – choose ethical courses of action

###

5. INTERNSHIP OBJECTIVES

CENTRAL CALIFORNIA BIOTECHNOLOGY CENTER
VENTURA COLLEGE
4667 TELEGRAPH RD, VENTURA, CA 93003
An ED>Net Funded Project

Intern: _____ Date: _____

Your objectives each semester provide the opportunity for new or expanded responsibilities. For example, if you work at routine laboratory job skills of pipetting, petri dish pouring, and glassware cleanup, your objective could be learning the protein analyzer or polymerase chain reaction. Write three objectives and show them to your employment supervisor and cooperative education instructor. These objectives may be modified by your supervisor or instructor. Make your objectives measurable.

1. What task will you complete?

How will you accomplish it?

How will it be measured or evaluated, and by whom?

When will you complete it?

2. What task will you complete?

How will you accomplish it?

How will it be measured or evaluated, and by whom?

When will you complete it?

6. INTERNSHIP PROGRAM AGREEMENT

CENTRAL CALIFORNIA BIOTECHNOLOGY CENTER
VENTURA COLLEGE
4667 TELEGRAPH RD, VENTURA, CA 93003
An ED>Net Funded Project

The undersigned Student Intern agrees to do the following:

1. Arrive on time and dress appropriately based on worksite standards.
2. Perform all assigned tasks to the satisfaction of the site supervisor.
3. Keep regular attendance both at the Community College and the worksite, and notify the worksite when absence is unavoidable.
4. Notify the instructor of record immediately if any problems arise during the internship.
5. Prepare a written evaluation of the internship at the end of the program.

The undersigned Site Supervisor agrees to do the following:

1. Provide job orientation concerning company office procedures, laboratory procedures (when relevant), staff relations, and duties of the intern.
2. Provide training, guidance, and supervision of the intern.
3. Assign sufficient *quality* works (based on stated learning objectives) to occupy the intern during scheduled work hours.
4. Communicate regularly with the instructor of record.
5. Accurately complete timesheets and list accomplishments of the intern on a regular basis.
6. Attend a training session to gain an understanding of the learning objectives and outcomes, and how to direct the intern to accomplish these objectives.
7. Adhere to all health and safety codes.

The undersigned Instructor of Record agrees to do the following:

1. Provide qualified candidates to match work site expectations, as determined by a list of duties and responsibilities.
2. Prepare learning outcomes and skills development to enhance classroom learning.
3. Monitor the intern's progress through discussions with the site supervisor and intern.
4. Prepare a worksite orientation and training session covering responsibilities, procedures, and operation of this agreement.
5. Monitor work sites for compliance with this agreement.
6. Evaluate the intern's progress throughout the program using regular reviews.

Student Intern

Date

Site Supervisor

Date

Instructor of Record

Date

7. STUDENT SELF-EVALUATION

CENTRAL CALIFORNIA BIOTECHNOLOGY CENTER
 VENTURA COLLEGE
 4667 TELEGRAPH RD, VENTURA, CA 93003
 An ED>Net Funded Project

Name _____ Date _____

| Rate yourself in the following areas | Yes | No | Some times | Comments |
|--|-----|----|------------|----------|
| 1. Arrived on time | | | | |
| 2. Arrived completely prepared for the activities of the day | | | | |
| 3. Began work promptly | | | | |
| 4. Organized work and tasks appropriately | | | | |
| 5. Managed time at the site effectively, as well as time to complete assignments | | | | |
| 6. Turned assignments in according to schedule | | | | |
| 7. Exhibited competence in assigned activities and tasks. | | | | |
| 8. Followed written and oral instructions correctly | | | | |
| 9. Worked well with the site supervisor | | | | |
| 10. Maintained a cooperative attitude with departmental employees | | | | |
| 11. Accepted criticism and/or suggestions well and responded appropriately | | | | |
| 12. Initiated discussion to enhance the learning experience | | | | |
| 13. Maintained confidentiality of administrative discussions and proprietary matters | | | | |

8. SUPERVISOR EVALUATION

CENTRAL CALIFORNIA BIOTECHNOLOGY CENTER
 VENTURA COLLEGE
 4667 TELEGRAPH RD, VENTURA, CA 93003
 An ED>Net Funded Project

TO BE COMPLETED AT THE END OF THE TERM BY THE SITE SUPERVISOR.

Name of Intern _____

Address: _____

Phone: _____ Period of internship: From _____ To _____

TO THE EMPLOYER: This is a rating sheet for the above student who is employed with your company and enrolled in the Community College work-based learning program. The student and the College instructor of record will discuss this evaluation. The rating will be used to evaluate the internship.

| | Excellent | Good | Satisfactory | Poor | Inadequate | Not Observed |
|---------------------|-----------|------|--------------|------|------------|--------------|
| JUDGMENT | | | | | | |
| INITIATIVE | | | | | | |
| COOPERATION | | | | | | |
| DEPENDABILITY | | | | | | |
| PUNCTUALITY | | | | | | |
| COMPETENCE | | | | | | |
| PROMOTION POTENTIAL | | | | | | |
| ABILITY TO LEARN | | | | | | |
| APPEARANCE | | | | | | |

Comments:

 Site Supervisor Signature

 Date

9. ATTENDANCE RECORD

Name: _____ Semester: _____

Address: _____ Phone: _____

| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 | 31 |
|-----------|---|---|---|---|---|---|---|---|---|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|
| January | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| February | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| March | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| April | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| May | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| June | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| July | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| August | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| September | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| October | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| November | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| December | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Employer Supervisor _____

Company _____

Address _____

City _____ Zip _____

Phone(s) _____

I CERTIFY THAT I HAVE WORKED THE HOURS INDICATED ABOVE.

Student signature Date

Supervisor signature Date