



Northland Pioneer College
EXPANDING MINDS • TRANSFORMING LIVESSM

Internship Manual

NPC offers students the opportunity to participate in an internship program which provides practical training and experience while working in the community. Students learn by observing, reflecting upon, and evaluating their internship experience. All internship courses are supervised by the institution, have an assigned instructor, and students attend the internship on a weekly basis.

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Definitions:

Career Services Advisor – NPC staff member assigned to assist students with career plans and job placement.

Dean – One of four NPC divisional academic deans that oversee and approve for-credit internships.

Faculty Coordinator – NPC faculty member whose instructional focus relates to the learning objectives and subject matter of the internship.

Field Supervisor – Company contact for internship that is responsible for supervising and training student intern at place of business.

Internship Learning Agreement – Document filled out by the student and Faculty Coordinator to define and clarify internship specifications and student learning objectives. Agreement must be signed by Dean and Field Supervisor.

Site Visit – An appointment made by the Faculty Coordinator to see the internship location and to coordinate with the Field Supervisor.

Training Contract – Acknowledgement of risk and consent for emergency medical treatment of student intern. Also outlines anti-discrimination and workplace safety statues required by Field Supervisor.

Student Expectations

Welcome to your internship! To get started, you must meet with your Faculty Coordinator if you have not done so already. If you do not know who this person is, contact your program chair or academic dean. The Faculty Coordinator will help you fill out the necessary paperwork, schedule important meetings, and help determine learning objectives for this course.

Before you can register for this class, you must get instructor permission by filling out the Internship Application (see Appendix A) with the Faculty Coordinator. The application identifies the potential internship employer and is sent to the Career Services Advisor and the Dean for tracking and coordination of the class.

The Faculty Coordinator is responsible for setting up an initial site visit with the internship employer where you will meet your Field Supervisor. During this initial meeting you will complete the following paperwork:

Internship Learning Agreement (see Appendix B) – This form is to be completed by you, the Faculty Coordinator, and the Field Supervisor. All learning objectives outlined in this agreement should clearly identify specific and measurable goals that you will be accomplishing during the semester. *If you are requesting internship approval with a company that you already work for, you will be expected to provide documentation from your Field Supervisor that the learning objectives are clearly related to your major.* When completed, this form must be submitted by your Faculty Coordinator to the Dean for approval.

Training Contract (see Appendix C) – This form must be signed by you, the Field Supervisor, and Faculty Coordinator before internship approval. It is an acknowledgement of risk and consent for medical treatment. It also outlines anti-discrimination and workplace safety statutes required by the employer.

Important:

- ✓ In order to qualify for the internship, the Field Supervisor must agree to the Employer Expectations, and sign the Internship Learning Agreement and the Training Contract before you submit it for approval.
- ✓ Internship credits at NPC range between one (1) and eight (8) credit hours depending on the program; you may take up to eight (8) credit hours per academic year. Forty-five (45) contact hours equal one (1) credit, i.e. a three (3) credit internship requires 135 hours of internship work (approximately 10 hours per week). Internship hours must be completed at least one week prior to the end of the semester end date. Failure to complete hours may result in a grade of “F” for the course. **Your internship must be related to your program of study.** An internship may be paid, unpaid, for-credit or not-for-credit.
- ✓ Internships must not conflict with class schedules. If you decided to terminate your internship, you must consult with your Faculty Coordinator prior to leaving the site. It is expected that you will also consult with your Field Supervisor at the internship site.

Student Responsibilities:

1. As an intern, it is your responsibility to perform duties satisfactorily at the work site under the direction of the Field Supervisor. *If you are already employed by the company, you can still count the hours you work toward internship credit if they directly apply to your learning objectives. You must submit all internship paperwork before hours will qualify for credit.*

2. You must attend the initial site visit with the Faculty Coordinator and the Field Supervisor. Together you will create measurable, program-related learning objectives for your internship. This visit is scheduled by the Faculty Coordinator during the first week of the internship. *Due to distance and time constraints the Faculty Coordinator or another designee of NPC may attend the site visit. In EXTREME situations visits can be done via phone conference.*
3. You will be required to check in with your Faculty Coordinator and Field Supervisor on a weekly basis. You will also submit attendance reports every two weeks (see Appendix D). These reports must be signed by your Field Supervisor accounting for your experiential learning hours and are submitted to the Faculty Coordinator. They serve as official timecards of the time spent on your learning objectives. These are due on the Monday following the close of each two-week period. Instructions for submission are on the bottom of the attendance reports.
4. You are also required to submit a 3 – 5 page final report. The final paper is due at least one week prior to the end of the semester end date by 5 p.m. and should be submitted to your Faculty Coordinator, in person or through email.

The final paper should be typed using 12pt. font, 1 inch margins and double-spaced. It will be evaluated on meaningful content, organization, grammar, spelling and punctuation. **Late submissions may be penalized 10% for each day.** Please include a title page with the following information: Internship Final Report; Your Name; Internship Class (i.e. BUS 198); Degree Plan; Work-site; Date.

Your paper should begin with a brief description of the organization you worked with. What kind of business or service did it provide? What is the history of the business? How did your department fit into the overall organization? Fully discuss how this internship relates to your degree plan. Next, consider the following ideas:

- Your learning objectives (see your copy of your learning agreement)
- How those objectives were met, whether they were all met and why or why not.
- Any new/unexpected learning that was not one of your learning objectives.
- How your learning related to your program of study.
- The strengths and weaknesses of your learning experience.
- Additional skills you think you needed that would have better prepared you for this experience.

(Provide a conclusion to your paper.)

5. As an intern, you are expected to act professionally in all of your responsibilities. Regardless of the chosen learning objectives, professionalism will be a part of the Field Supervisor's and Faculty Coordinator's final evaluations and **a large portion of your grade.**
6. There are tuition costs associated with for-credit internships. You are responsible for all the educational costs of the internship.

Summary of Expectations:

1. Work with a Faculty Coordinator to get internship approval
2. Attend the initial site visit to complete the required paperwork
3. Perform all internship duties as assigned, submitting attendance reports every two weeks
4. Complete the 3-5 page Final Report

***If you have any questions or concerns at any point throughout the internship process, please contact your Faculty Coordinator OR the NPC Career Services Office at careerservices@npc.edu.

Faculty Coordinator Expectations

Setting up the internship:

The Faculty Coordinator helps initiate and facilitate the internship. Part of this process may include helping the student identify an appropriate internship. The Career Services Advisor may be a valuable resource in locating and contacting interested employers. The Faculty Coordinator submits to the Dean all paperwork necessary to create the internship. This paperwork includes:

1. Internship Application (see Appendix A) – fill this out with the student and submit it to Career Services for tracking and to the Dean. This counts as instructor permission for class registration.
2. Internship Learning Agreement (see Appendix B) – this document should be filled out and signed by the student, Field Supervisor, and Faculty Coordinator. This should be done during the initial site visit. Once it is completed, submit it to the Dean for final approval.
3. Training Contract (see Appendix C) – during the initial site visit the student, Field Supervisor, and Faculty Coordinator should sign this document. It is an acknowledgement of risk and consent for medical treatment for the student and an anti-discrimination/workplace safety disclosure for the employer. This must also be submitted to the Dean by the Faculty Coordinator.

Completing the Internship:

The Faculty Coordinator is also responsible for grading student paperwork and collecting an employer evaluation for the internship. Use the following paperwork to determine the appropriate grade for the student intern. This paperwork includes:

1. Internship Attendance Logs (see Appendix D) – students keep track of their time spent working on the agreed upon learning objectives. They have their supervisor verify and sign them every two weeks before submitting them to the Faculty Coordinator. *45 contact hours = 1 credit hour.*
2. Employer Internship Evaluation (see Appendix E) – At the end of the internship the employer will fill out an evaluation (either online* or a hard copy) and assign the student a grade.
3. Student Final Report – the student is asked to write a 3-5 page paper about the internship experience and what they learned. Review and evaluate the paper, assigning it a grade. For specific criteria see the Student Expectations portion of this manual.

The Faculty Coordinator will also evaluate the student's completion of learning objectives and level of professionalism. An internship is meant to prepare students to enter the workforce. Just as an employer would, the Faculty Coordinator should assess the student based on meeting deadlines, performance of student responsibilities, attitude, etc.

* If the Career Services Advisor receives any related documentation throughout the internship, it will be forwarded to the Faculty Coordinator.

Grading:

Final Internship grades will be determined based on the following criteria:

- 75% - Employer final evaluation (online or hard copy)
- 25% - Student final report (3-5 page paper - faculty graded)

Faculty Coordinator Flexibility:

The Faculty Coordinator has the ability to make any adjustments or modifications to their internship course. While this manual serves as a template establishing minimum requirements, supplemental assignments and/or site visits can be added as desired. Any major changes affecting the course should be approved by the Dean and/or Instructional Council. It is recommended that the following elements are included in all internship courses: written assignments, site visit, and final evaluations. Internship grades should be determined by the Faculty Coordinator based on insight from the Field Supervisor. It is the Faculty Coordinator's responsibility to communicate any internship adjustments or modifications to the Student and the Field Supervisor as applicable.

Summary of Expectations:

- * A Faculty Coordinator may be asked to assist the Student in finding an appropriate internship
- 1. Fill out the Internship Application with the Student and submit it to Career Services and the Dean
- 2. Attend an initial site visit and fill out the Internship Learning Agreement and Training Contract with the student and Field Supervisor
- 3. Review the Attendance Logs from the student every two weeks (45 contact hours = 1 credit hour)
- 4. Collect the employer final evaluation
- 5. Grade the student's 3-5 page final report and submit their final grade

***If you have any questions or concerns at any point throughout the internship process, please contact the NPC Career Services Office at careerservices@npc.edu.

Field Supervisor Expectations

The Field Supervisor cannot be related to the student.

The Field Supervisor will provide the student with a work environment that allows him/her to complete the required number of internship hours and learning objectives within the semester.

Within the first week of this internship experience the assigned Faculty Coordinator will schedule a meeting with the Field Supervisor and the student intern. This meeting should take place at the business location.

During this initial site visit, the Field Supervisor will work with the student and Faculty Coordinator to develop specific, measurable learning objectives that relate to the student's program of study. Ideally these objectives should be new experiences, but more important is their relation to the student's degree plan. Objectives will be listed on the Internship Learning Agreement (see Appendix B), which must be signed by the student, the employer, and the Faculty Coordinator and submitted to the appropriate academic Dean for final approval of the internship course. At this time the Field Supervisor will also be asked to sign an anti-discrimination and workplace safety Training Contract (see Appendix C).

The student must submit attendance reports to their Faculty Coordinator every two weeks (see Appendix D). These reports are required to be verified and signed by the Field Supervisor accounting for the student's experiential learning hours. Only those hours related to the learning objectives should be recorded on the experiential learning time log. **All hours toward this experiential learning situation must be completed at least one week prior to the end of the semester.** If, due to unforeseen circumstances, a few hours cannot be completed by this time, the student, with approval from their Field Supervisor, may submit a written request for an extension of time to their Faculty Coordinator for approval by the Dean. The request for an extension must contain a plan of how and when the hours will be completed. This is a last resort and will only be approved in extreme circumstances.

During the semester, the Field Supervisor can expect to be contacted regarding an additional site visit from the NPC Career Services Office (the student does not need to attend this meeting). This visit gives the Field Supervisor an opportunity to voice any concerns or offer feedback they may have about the student intern or internship program.

Final Employer Evaluation

Near the completion of the internship, the Field Supervisor agrees to complete the **Employer Internship Evaluation** (see Appendix E) on the student and assign the student a grade for the experiential learning opportunity. The Field Supervisor will review the evaluation and grade with the student and then submit it to the Faculty Coordinator either online at www.npc.edu/node/120015, by email, or mail: PO Box 610, Holbrook, AZ 86025. Write to the attention of the specific Faculty Coordinator.

Summary of Expectations:

1. Meet with student and faculty to fill out required paperwork and set goals for internship
2. Verify and sign student attendance logs throughout internship
3. Communicate with Faculty Coordinator to discuss progress
4. Fill out the Employer Internship Evaluation form at the end of the internship

***If you have any questions or concerns at any point throughout the internship process, please contact the NPC Career Services Office at careerservices@npc.edu.

(Appendix A) Internship Application

Student Information: Date _____

Student ID Number _____ Degree/Certificate Program _____

Last Name _____ First Name _____ Initial _____

Telephone _____ Email _____

Address _____

Prior Internship Credit _____ Current GPA _____ Total Semester Hours _____

Faculty Coordinator Information:

Coordinator Name _____ Telephone _____

Potential Internship:

Company Name _____ Industry _____

Worksite Location _____

Expected Duties _____

Is student currently employed there? _____ Is the Field Supervisor related to the student? _____

Additional Considerations:

As a potential student intern I have read and agree to abide by the student expectations found in the NPC Internship Manual. I understand that by failing to follow these expectations my internship may be terminated by the Field Supervisor and/or may result in a failing grade for the course (a large portion of your grade will be based on your level of professionalism). By signing below I agree to these terms.

Student Signature Date

(Appendix B) Internship Learning Agreement

Student Information: Agreement Date _____

Student ID Number _____ Degree/Certificate Program _____

Last Name _____ First Name _____ Initial _____

Telephone _____ Title of Internship Position _____

Faculty Coordinator Information:

Coordinator Name _____ Telephone _____

Field Supervisor Information:

Supervisor Name _____ Telephone _____

Title _____ Organization _____

Worksite Address _____

Internship Details:

Start Date _____ Date of Completion _____ Internship Hours Per Week _____

Hourly Rate of Pay _____ Total Internship Hours _____ Academic Credits _____

Learning Objectives:

1.

2.

3.

Notes: (This can include Internship Activities/Job Description, Student Related Academic Preparation, Academic Activities, Responsibilities of Field Supervisor, Procedures for Evaluation, etc. Use reverse side if needed.)

Initials: Student _____ Faculty _____ Field Supervisor _____ Dean _____

(Appendix C)**Training Contract**

Northland Pioneer College
 Internship Training Contract
 P.O. Box 610, Holbrook, Arizona 86025-0610

Acknowledgement of Risk and Consent for Treatment by Student

I acknowledge there are certain risks inherent in conducting an internship, including but not limited to physical injury and death. I acknowledge that all risks cannot be prevented and I assume those beyond the control of NPC's faculty and staff. I represent that I am physically able, with or without accommodation, to participate in an internship, and that I am able to use the equipment and/or supplies described in the internship activities above, and that I have obtained the required immunizations.

Should I require emergency medical treatment as a result of accident or illness arising during my internship, I consent to such treatment. I acknowledge that NPC does not provide health and accident insurance for students conducting internships and I agree to be financially responsible for any medical bills incurred as a result of emergency medical treatment. I acknowledge that I have been given the option to purchase student insurance through the College. I will notify my dean and field supervisor in writing if I have any medical conditions about which emergency medical personnel should be notified.

By initialing here _____ and signing below, I, the student intern, agree to the above terms.

Compliance with anti-discrimination and workplace safety statutes by Field Supervisor

In consideration of the opportunity to have NPC students participate in an internship with our organization, and on the behalf of the agency/organization listed above, I agree to:

1. Explicitly state risks related to a particular activity so that students can knowingly agree to participate.
2. Not expose students to any hazards or conditions.
3. Meet all state and federal safety and health requirements.
4. Indemnify and hold NPC harmless for the acts of the host organization and of the student while engaging in the organization's activities.

In placing students in internships, Northland Pioneer College expects that host organizations will comply with state and federal laws relating to discrimination in the workplace. NPC is committed to equal opportunity, affirmative and veteran status. This commitment includes equal opportunity and non-discrimination on the basis of sexual orientation and compliance with the Americans with Disabilities Act, which prohibits discrimination on the basis of disability in the workplace.

By initialing here _____ and signing below, I, the field supervisor, agree to the above terms.

Does this contract require the use of special resources, facilities and equipment?

Yes No If yes, clearance initials needed _____

Does this contract involve any foreign travel?

Yes No If yes, clearance initials needed _____

This agreement may be terminated by the intern or the employer organization upon receipt of two weeks written notice by either party.

 Student Signature

 Date

 Field Supervisor

 Date

 Faculty Coordinator

 Date

 Dean

 Date

(Appendix D)

**Northland Pioneer College
Internship Attendance Log**

Name _____
Major _____
Term _____

NPC ID# _____
Date _____

Days	Sun	Mon	Tue	Wed	Thur	Fri	Sat	Total Hours
Dates								
Hours Worked								
Days	Sun	Mon	Tue	Wed	Thur	Fri	Say	Total Hours
Dates								
Hours Worked								

Verification

Field Supervisor

Company

Student

Submit every two weeks to Faculty Coordinator. Northland Pioneer College, PO Box 610, Holbrook, AZ 86025-0610
IMPORTANT: Be certain to address this to your specific Faculty Coordinator

**Northland Pioneer College
Internship Attendance Log**

Name _____
Major _____
Term _____

NPC ID# _____
Date _____

Days	Sun	Mon	Tue	Wed	Thur	Fri	Sat	Total Hours
Dates								
Hours Worked								
Days	Sun	Mon	Tue	Wed	Thur	Fri	Say	Total Hours
Dates								
Hours Worked								

Verification

Field Supervisor

Company

Student

Submit every two weeks to Faculty Coordinator. Northland Pioneer College, PO Box 610, Holbrook, AZ 86025-0610
IMPORTANT: Be certain to address this to your specific Faculty Coordinator

(Appendix E) Employer Internship Evaluation

Student Name: _____
 Student Major: _____
 Field Supervisor's Name: _____
 Field Supervisor's Phone: _____
 Company: _____

Evaluation Scale	
170 – 200	A
150 – 169	B
130 – 149	C
100 – 129	D
0 – 99	F

	Skills and Knowledge	Above Average			Average				Unacceptable			Not Applicable
		10	9	8	7	6	5	4	3	2	1	
1	Met learning objectives											
2	Quality of work											
3	Quantity of work											
4	Neatness of work											
5	Accuracy of work											
6	Ability to work with others											
7	Ability to work under pressure											
8	Meets deadlines											
9	Organizational skills											
10	Problem solving skills											
11	Computer skills											
12	Communication skills (oral, written, and listening)											
	Behavior and Professionalism											
1	Attendance (Punctual)											
2	Dependable											
3	Flexible											
4	Positive attitude											
5	Ability to learn											
6	Follows instructions											
7	Ethical conduct											
8	Appearance (appropriate clothing, hygiene, etc.)											
	Total											

Comments (please include suggestions on how NPC could have better prepared the students for this experience):

 Field Supervisor's Signature _____
 Date

Evaluations can be submitted by mail to the Faculty Coordinator at PO Box 610, Holbrook, AZ 86025 (write to the attention of the specific Faculty Coordinator); or email; or completed online at www.npc.edu/node/120015.