



ENDICOTT
COLLEGE

*SEMESTER INTERNSHIP
SITE
SUPERVISOR
HANDBOOK*

ENDICOTT COLLEGE

376 Hale Street • Beverly, MA 01915

SEMESTER INTERNSHIP SITE SUPERVISOR HANDBOOK

Thank you for sponsoring an Endicott intern. Sponsors contribute to the success of the Endicott College Internship Program by providing field experience related to our students' majors. Internship has been a requirement for graduation from the College since its founding in 1939. By supervising one of our students, you join the hundreds of professionals who make it possible to continue Endicott's tradition of synthesizing academia with field experience.

The Internship Program is designed to be beneficial for both you and the student. This handbook will explain the Semester Internship and offer some tips to you about providing supervision.

INTERNSHIP OFFICE

Tel: 978-232-2330

Fax: 978-232-3146

THE SEMESTER INTERNSHIP PROGRAM

The Semester Internship is usually a full-time, 14-week field experience. Students are required to work an average of 35 to 40 hours each week. Students are also required to attend an Orientation at the beginning of the semester. They also attend seminars on campus every other Friday (all day) during the semester. The hours that they spend in the seminars are considered “work” hours. A schedule of these seminars will be made available to you so that you will be aware of the dates the student will be absent from your workplace. Upon successful completion of the internship, the student receives 12 academic credits.

REQUIREMENTS

The Semester Internship is designed to direct the student towards developing measurable goals, to track progress on accomplishing those goals and the overall field work experience, to integrate the field experience with academic learning, and to assess the experience as well as the student’s performance. The following requirements provide the framework for the Semester Internship.

The Learning Agreement

This tool is used to help the student articulate learning objectives (goals) and to provide a way for the student and site supervisor to outline the student’s work responsibilities. A minimum of four goals should be developed. It is the responsibility of the student to complete the Learning Agreement by discussing it with the Site Supervisor and the Faculty Supervisor. The student should secure all signatures and hand in a final copy of the Learning Agreement to the Faculty Supervisor and to the Site Supervisor shortly after the start of the Internship.

Contacts and Site Visits

The Faculty Supervisor would like to have the opportunity to meet with each student and his or her Site Supervisor at the Internship site. You will receive an introductory phone call from the Faculty Supervisor within the first two weeks of the Internship. A site visit will be made within the first six weeks of the Internship

on a day and time convenient for you, the student, and the Faculty Supervisor. If a site is deemed too far away from the College, a telephone call may take the place of a site visit. Progress on accomplishing the goals outlined in the Learning Agreement will be discussed during the site visit. This is a time to change a goal that may not be working out or to add a goal that was not considered initially but became apparent and desirable as the Internship progressed. This is also an opportunity to share any satisfactions and concerns you may have. Touring the site, meeting co-workers, and viewing student work will also be of interest. Additional contacts will be made if necessary.

Semester Internship Seminar

This bi-weekly seminar is designed to integrate the practical experiences that the students are participating in through their Internships with liberal and professional arts learning.

Three of its primary goals are:

1. to help students conceptualize the relationship of their studies to their Internship experience,
2. to help students understand the organizational structures of their Internship sites as well as their strategic roles within those structures, and
3. to provide students with a forum to share and compare Internship experiences with fellow students in similar majors.

The Internship Seminar is lead by a faculty member who is experienced in the student's academic major as well as in the types of industries or organizations where the student is working. This faculty member is known as the Faculty Supervisor. During the Semester Internship Seminar, the student will be required to participate in activities such as group conferences and discussions. They will also write papers, read material related to their chosen fields, and keep reflective journals. Students may need to use time at the Internship site to complete these assignments.

Evaluations

- The *Semester Internship Supervisor Evaluation* form will be mailed to all Site Supervisors toward the end of the Internship. This form asks the Site Supervisor to rate the student's performance in the following areas: basic work requirements, ethical awareness and conduct, receptiveness to/demonstration of learning,

response to supervision, interactions with clients/customers/co-workers, and work output. This evaluation plays an important role in the student's final grade. Supervisors are also encouraged to include any other type of internship evaluation documents they may have in place within their organizations.

- The overall grade for the Internship is determined by the Faculty Supervisor based on the student's participation in the bi-weekly seminars, completion of required assignments, and the Site Supervisor's evaluation.
- The student is required to complete the *Student Evaluation of the Semester Internship Site*, which is kept on file in the Internship Office for future students researching Internship sites.

THE SITE SUPERVISOR'S ROLE

Professionals who are first-time supervisors of Endicott interns often ask us what is expected of them as intern supervisors. We have outlined below important elements for ensuring a successful internship experience for the intern, the Site Supervisor, and your organization.

- **Be a mentor for your intern.** Be there to answer questions and provide guidance and feedback when needed. Help the intern to understand the specifics of your department, the company/ organization, and the professional industry or field. Encourage the student to be an active learner and problem solver by asking for his or her opinions and suggestions on work-related issues. Promote reflective thinking by having the student consider the advantages and disadvantages of proposed solutions to problems.

- **Assist the intern with formulating learning objectives (goals).** Come to an agreement on the intern's four to six required learning objectives and the work responsibilities and resources that will facilitate accomplishing those goals. These goals will be delineated in the Learning Agreement. Changes or additions as necessary may be made over the semester. As the Internship progresses, encourage the student to reflect upon the relationship between the goals and the work experience.
- **Ask your intern** for a copy of the Semester Internship syllabus and other semester course requirements for a deeper understanding of the student's academic requirements during the Internship.
- **Provide a structured work experience.** Give the intern specific tasks and timelines with explicit performance criteria. Schedule weekly check-in meetings to discuss the intern's progress on assigned work and projects. Point out satisfactory accomplishments as well as areas where improvement is needed. Agree upon an action plan that will be reviewed at the next check-in meeting.
- **Orient the intern to the work environment and culture of the workplace.** Discuss the common expectations for professional behavior such as arrival and departure times from work, dress, personal phone calls, time off for appointments, etc. Help the intern to feel comfortable at work: introduce the intern to other employees, invite the intern to eat lunch with you and your colleagues, make sure the intern has all of the necessary resources such as a desk, a phone, and a computer.
- **Communicate** to the Faculty Supervisor or the Internship Coordinator as soon as possible if any problems arise that you are unable to resolve with the intern. Also, consult these academic contacts whenever you are unsure of a situation or simply want more information. Communication is the key to a successful Internship.

THE FACULTY SUPERVISOR'S ROLE

The Faculty Supervisor leads the bi-weekly seminar on campus every other Friday. This person is a professional familiar with the field in which the student is majoring and will be your primary academic contact during the course of the Internship.

This faculty member:

- assists in the development of learning objectives (goals) and approves the Learning Agreement,
- conducts the site visit and is responsible for tracking progress on the learning objectives,
- assigns readings, projects, papers, and reflective journals designed to integrate the student's prior academic work with the Internship experience, and
- determines the final grade for this 12-credit field experience.

THE INTERNSHIP COORDINATOR'S ROLE

The Internship Coordinator approves the student's proposed Internship site and sends a letter confirming the Internship to the Site Supervisor. This is the person to contact when you want more information prior to beginning the Internship. The Internship Coordinator:

- makes an introductory phone call to you when your site is accepting an Endicott intern for the first time,
- is always available to assist you, the faculty, and the student when needed even though once the Internship begins, your primary contact will be the Faculty Supervisor,
- mails you the *Semester Internship Supervisor Evaluation* form near the end of the Internship,
- invites you to attend the on-campus Reception/Forum for Site Supervisors during the Fall, and
- may make a debriefing phone call to get your perspective on the experience and solicit feedback for improvement.

ADDITIONAL INFORMATION

Paid Internships

Endicott College does not require its interns to be paid for their work. The primary purpose of the Internship, which is a required part of the academic curriculum, is to provide a learning experience of substance in the workplace. Compensation is a matter left entirely to you and the intern.

Bi-Weekly Internship Seminar Topics

Some Site Supervisors have expressed an interest in knowing the topics that will be covered at the bi-weekly Internship Seminars. These supervisors have offered to share with the intern information and resources related to the topics and to provide their professional perspective on the integration of the scholarly topic with the field work. Supervisors are encouraged to request from the intern a copy of the Internship Seminar syllabus.

Reception/Forum for Site Supervisors

Site Supervisors for the Semester Internship will be invited to attend a reception/forum on campus during the Fall. This event is an opportunity for us to thank you, our partners, in providing the experiential portion of an Endicott education. It is also an opportunity for us to gather wisdom from the field in our ongoing attempt to assess and improve the Internship Program at Endicott College. Faculty and administrators from the College will be present to listen to your comments, ideas, and suggestions.

ENDICOTT COLLEGE MISSION STATEMENT

The primary mission of Endicott College is to instill in students an understanding of and an appreciation for professional and liberal studies. Deeply woven within this philosophy is the concept of applied learning, which has been the hallmark of Endicott. Linking classroom and off campus work experience through required internships remains the most distinguishing feature of the College.

Endicott has a vision for the total development of the individual within a community that fosters an appreciation of cultural diversity, international awareness, community service, and moral and ethical values. Endicott is an innovative and vibrant, student-centered institution that supports students in their pursuit of knowledge.

Naturally, no two students experience Endicott in the same way or at the same pace. Yet common threads run through the fabric of the Endicott experience: increased self-confidence, stronger professional skills and technological competencies, and perhaps the most valued of all, lives open to change.

CONTACT US

Full contact information and descriptions of our Internship Program are available on the College website at:

www.endicott.edu

*Endicott College is accredited
by the New England Association of Schools and Colleges.*

Endicott College is an affirmative action/equal opportunity employer and is committed to the principles of equal employment and complies with all federal, state, and local laws and regulations advancing equal employment. The College's objective is to employ individuals qualified and/or trainable for open positions by virtue of job-related education, training, experience, and qualifications without regard to sex, race, religion, color, age, physical disability, sexual orientation, national or ethnic origin or citizenship, veteran status, genetic information, pregnancy, or any other status protected by law.

ENDICOTT COLLEGE INTERNSHIP OFFICE

376 Hale Street
Beverly, MA 01915

Tel: 978-232-2330

Fax: 978-232-3146

WEBSITE

More information about Endicott College and our Internship Program is available on the Internet at:

www.endicott.edu