

MSA 690

Internship Handbook



****Internship agreements and paperwork MUST be in place by the following deadlines:***

July 15 for the Fall semester

October 15 for the Spring Semester

March 15 for the Summer semester

Note: This handbook was created in accordance with Central Michigan University's "Affiliation Agreement: Handbook of Procedures & Guidelines for Internships, Clinical Placements and Field Experiences"

Table of Contents

Introduction to the MSA 690 Internship	3
Basic Internship Requirements.....	3
Definitions	3
Before Your Internship	4
Steps for Internship Approval.....	4
Required Forms Descriptions	5
1. Internship Agreement	5
2. Affiliation Agreement	5
During your Internship	5
Academic Requirements.....	5
1. Schedule a Site Visit from the MSA Internship Coordinator	5
2. Submit Weekly Journal Entries to the MSA Internship Coordinator	6
3. Weekly Meetings with your Agency Supervisor	6
4. Evaluations	6
Getting Acquainted	7
Projects & Administrative Experiences	7
Meetings.....	7
Final Portfolio.....	7
Intern Checklist.....	8-9
Internship Proposal Form.....	10
Career Services Verification Form.....	11
Internship Agreement.....	12
Intern Evaluation.....	13

Introduction to the MSA 690 Internship

The internship is a valuable complement to the MSA academic program that provides students with an introduction to the daily activities of management and administration. An internship experience enables students to apply what they have learned in the classroom to projects within an agency. Internships should be tailored to the interests and professional needs of the student. ****International Students must adhere to CPT requirements.***

Basic Internship Requirements

1. **In order to apply for an internship, all students must have completed a minimum of 18 semester hours.**
2. **The MSA 690 Internship is not intended for students who are already employed in administrative positions.** If you are employed full-time in a non-administrative position, you may undertake the internship under the following conditions:
 - The internship is with a new employer OR the internship constitutes 300 hours outside of your normal job assignments.
 - The internship meets the guidelines and objectives stated in this handbook.
3. **It is recommended that interns carry health insurance if the internship is not with a CMU department.**
4. **Completion of all forms, written requirements, and signatures.** (See page 8 for a checklist.)
5. **Internships are 3 credit courses, graded as credit/no credit.** In order to receive credit, students must complete 300 hours at the agency, satisfactorily complete all agency tasks, projects and requirements, satisfactorily complete all MSA requirements, receive successful evaluations, and submit final portfolio.
6. **Registration for MSA 690 is handled through drop/add cards.** Prospective interns must meet with the MSA Internship Coordinator once all paperwork has been collected in order to be registered.

Definitions

Agency: The organization or place of business where you'll be completing your internship.

Agency Supervisor: The person who works at your internship site who will directly supervise you and be responsible for your internship.

MSA Internship Coordinator: The CMU contact person who will guide you through the internship process. Your assignments will be turned in to your MSA Internship Coordinator who will assign your final grade (credit/no credit).

Before Your Internship

Read the MSA 690 Internship Handbook

You're already off to a great start! This handbook has the answers to most of your questions and will help you be prepared for a positive learning experience.

University Support

The MSA Internship Coordinator will follow your progress throughout the internship experience. This may be accomplished through a site visit(s) and by reviewing your weekly journal entries. The MSA Internship Coordinator will review your personal and professional development, based on input from the Agency Supervisor. Your MSA Internship Coordinator will welcome recommendations regarding the use of the agency as a future internship site.

Selecting an Internship Site

A successful internship is dependent on matching your interests, skills, and objectives to the agency's needs and goals. It is important to select a site that will be conducive to your professional development. Schedule an interview with the Agency Supervisor to discuss the agency's philosophy and culture and to submit your resume.

Although you are ultimately responsible for locating your internship site, you will find your MSA Internship Coordinator helpful throughout the process. Visiting Career Services (located in Ronan 240) is required. Final intern placement must be agreed upon by the Agency Supervisor and the MSA Internship Coordinator. Consider the following requirements:

- An Agency Supervisor must be identified. This commitment includes the Agency Supervisor's willingness to devote the time necessary to provide a meaningful educational experience for the intern.
- The agency should be large enough to have an organized professional staff and a well-defined administrative structure.
- The agency should be within a 50-mile radius of Central Michigan University. Distant sites may be considered if the MSA Internship Coordinator can go to and from the agency within a day.
- Out-of-State and International internships may be considered on a case-by-case basis.

Compensation

Agencies working with interns are not required to provide stipends or salaries. It is appropriate for an intern to accept a salary, wage, or stipend if such an arrangement is presented by the Agency Supervisor. International students must consult with their academic advisor or someone from the Office of International Education (OIE) to determine if a Curricular Practical Training (CPT) or Optional Practical Training (OPT) form is needed.

Steps for Internship Approval

There are several important steps for you to take in order for your internship to be approved. It is highly recommended that you focus on planning ahead because the paperwork and arrangements often take longer than students anticipate. There is a checklist on page 8 that will guide you through each important step.

Required Forms

1. Internship Proposal

Form located on Pg. 10 of this packet or on the MSA website. Include resume, career services documentation (pg. 11), one page written proposal stating goals and revised resume after you've worked with career services.

2. Internship Agreement

This form is required before the start of the internship. You will attach written description on agency letterhead (1-2 pages), that includes:

- location of the internship
- the name and signature of the Agency Supervisor
- an outline or description of the specifics of the internship assignment including the internship objectives

The form requires signatures from the Agency Supervisor, intern, MSA Internship Coordinator, and MSA Director.

****This form and internship description must be completed before you may be registered for MSA 690.***

3. Affiliation Agreement

A written Affiliation Agreement is always recommended and is essential when one of the following criteria is met:

1. There is potential for the intern to harm a client of the agency, such as in the manners listed here:
 - a. serious physical injury
 - b. psychological damage
 - c. the unauthorized release of sensitive or personal information about a patient or client
2. There is potential for the intern to suffer injury. A written consent statement of any unusual hazards or dangers should be included in the intern's plan of work.

If you would like to see a sample of CMU's standard agreement, please contact the MSA Office immediately at MSA@cmich.edu or 989-774-6525.

During your Internship

Academic Requirements

In addition to the administrative observations and first-hand experience you'll be gaining, there are several other assignments required for MSA 690.

1. Schedule a Site Visit from the MSA Internship Coordinator

Make sure to schedule this visit early, although it is best for your coordinator to visit once you are established. This visit is important so that your coordinator can see you in your element and better understand any challenges and successes you experience.

2. Submit Weekly Journal Entries to the MSA Internship Coordinator

Most often this will be through e-mail. Your Weekly Journal Entries should be 1-2 typewritten pages describing your experience each week, including the following:

- a cumulative total of hours worked
- tasks and projects you worked on
- meetings you attended
- what you learned
- feedback you received
- any concerns you have

Other topics you might want to explore in your Weekly Journal Entries are below.

- List specific goals you have for your internship and your progress achieving them or obstacles you experience
- Describe your personal observations about the agency and the associated politics, attitudes, and structures
- Explain how some of your duties do or don't meet your expectations of your field
- Describe your networking skills—are you making progress?
- How have you applied your CMU coursework? Does your prior-knowledge contradict or support what you are seeing in the field?
- Have you encountered any difficult situations? How did you handle them and what did you learn from the experience?
- How has this internship affected your personal goals?
- Is the internship meeting your expectations? What could make it better?

3. Weekly Meetings with your Agency Supervisor

The relationship between you and your Agency Supervisor is the key to a successful experience. Take advantage of all learning opportunities. It is important that Agency Supervisors are invested in your development and are willing to design a creative and constructive learning atmosphere for you. It is imperative that you and your Agency Supervisor sit down together at least once a week for a discussion that should include the following items:

- Your progress
- Feedback on projects
- Course of action required to complete assignments
- Issues facing the agency
- Skill building
- Observations about the agency

4. Evaluations

Being open to constructive feedback is important for your personal and professional growth. To help you with this process, you will complete **three** self-evaluations, and your Agency Supervisor will complete three evaluations. One will occur prior to the start of your internship, the next will occur midway through your internship and the other one will occur near the completion of your experience. It is important that you and

your supervisor discuss these evaluations so that you can maximize the learning experience. It is your responsibility to make sure all evaluations are completed and submitted to your MSA Internship Coordinator. The goal is to examine your growth throughout the experience.

Getting Acquainted

Interns typically spend about a week getting acquainted with the agency's policies and procedures. It is recommended that you spend time in orientation/rotational activities before moving on to projects and independent assignments. With your Agency Supervisor, create a timeline for your observations, projects, and meeting attendance so that you'll be able to complete your internship goals.

Projects & Administrative Experiences

A valuable component of a successful internship is the assignment of projects which are designed to give you practical experience at various administrative levels. Projects should carry interns broadly across the agency and/or across several different operations of the agency. Below are a few examples of projects interns have completed:

- Assisted in the preparation of an annual budget
- Conducted a comprehensive survey
- Prepared a certificate of need request
- Data collection to analyze problems of a high institutional priority such as grants, needs assessments, feasibility studies, cost benefit analyses, and computer program applications

Meetings

You will benefit from attending meetings within your agency and community. It is best to attend a variety of meetings at several levels within the agency. It is expected that interns will attend as many meetings as time permits. Creating a plan for meeting attendance at the very beginning of your internship will help ensure that you will be able to meet your internship objectives.

TIP: Since meetings often involve sensitive and confidential information, make sure that you and your Agency Supervisor discuss how confidential information is to be handled (internal and external information).

TIP: If you are instructed to take minutes at meetings, make sure that your Agency Supervisor critiques and evaluates them prior to distribution.

Final Portfolio

All forms and journal submissions should be kept to be compiled in a final Internship Portfolio. Your final portfolio submission will include an updated resume with your Internship experience listed and a 1-2 page reflection paper. The goal of this paper is to help you to reflect upon things such as:

- Were all of your goals met?
- What did you learn?
- How can you use this experience in your job search?
- What might you change?

Intern Checklist

Master of Science in Administration Degree Program (MSA 690)

<u>When</u>	<u>Task to Complete</u>
<input type="checkbox"/> <i>First</i>	Carefully read the <i>MSA 690 Internship Handbook</i>
<input type="checkbox"/> <i>Second</i>	Complete a minimum of 18 semester hours
<input type="checkbox"/> <i>The semester BEFORE your internship</i>	Contact the MSA Internship Coordinator Discuss your plan for finding an internship site, the internship requirements, and any questions you have.
<input type="checkbox"/> <i>The semester BEFORE your internship</i>	Submit your proposal Submit form with one page typed proposal addressing agency information and goals
<input type="checkbox"/> <i>The semester BEFORE your internship</i>	Schedule an Interview at your proposed internship site Share your skills and professional goals, learn about the agency, and make sure that your goals and the agency's goals are aligned.
<input type="checkbox"/> <i>The semester BEFORE your internship</i>	Register for MSA 690 You cannot register for this course until the steps above have been met. The instructor of record will be your Internship Coordinator, who will provide a drop/add card for registration.
<input type="checkbox"/> <i>At the BEGINNING of your internship</i>	Attend Agency Orientation Your Agency Supervisor and other administrators should provide you with a comprehensive orientation to the mission, philosophy, operational framework, and external relationships of the agency.
<input type="checkbox"/> <i>At the BEGINNING of your internship</i>	Pre-Evaluation Submit a copy of the evaluation to your MSA Internship Coordinator, and include your thoughts about your evaluation in your Weekly Journal Entry.
<input type="checkbox"/> <i>WEEKLY during your internship</i>	Submit Weekly Journal Entries to MSA Internship Coordinator Most often this will be through e-mail. Your Weekly Log should be 1-2 typewritten pages describing your experience each week. (Save these to compile your final portfolio)
<input type="checkbox"/> <i>WEEKLY during your internship</i>	Meet weekly with your Agency Supervisor
<input type="checkbox"/> <i>During the first 1-2 WEEKS of your internship</i>	Getting Acquainted Interns typically spend about a week getting acquainted with the agency and its employees, and spend time in orientation/rotational activities before moving on to projects and internship experiences.

- During the first 1-2 WEEKS of your internship** **Plan internship duties**
 With your Agency Supervisor, create a timeline for your observations, projects, and meeting attendance so that you'll be able to complete your internship goals.

- From weeks 3-5 through the end of the internship** **Projects & Administrative Experiences**
 A valuable component of an internship is assigned projects which are designed to give you practical experience at various administrative levels. Projects should carry interns broadly across the agency and/or across several different operations of the agency.

- During the first 3-5 WEEKS of your internship** **Schedule a Site Visit from your MSA Internship Coordinator**

- Check with Graduate Office for deadlines** **Apply for Graduation**, if applicable. Apply online at www.grad.cmich.edu.

- HALFWAY through your internship** **Discuss Midterm Intern Evaluation with Agency Supervisor**
 Submit a copy of the evaluation to your MSA Internship Coordinator, and include your thoughts about your evaluation in your Weekly Journal Entry.

- At END of your internship** **Discuss Final Intern Evaluation with MSA Internship Coordinator**

- At END of your internship** **Discuss Final Intern Evaluation with Agency Supervisor**
 Submit a copy of the evaluation to your MSA Internship Coordinator, and include your thoughts about your evaluation in your Weekly Journal Entry.

- At END of your internship** **Submit Final Portfolio**
 Your portfolio should include all paperwork you have gathered through your internship. *(resume draft, proposal, corrected resume, evaluations, weekly journals, final evaluation, updated resume reflecting internship experience and Final Reflection paper)*
**Final Reflection paper should be 1-2 page document reflecting on your experience. Did you meet all goals you had set out to meet? What new things did you learn? How can you use this experience in your job search?*



Internship Proposal

Name: _____ Student ID: _____

Proposed Agency: _____

Contact Person: _____

Title: _____

Email: _____ Phone: _____

Proposed Start/End Dates: _____

Proposed weekly hours (300 total required): _____

Please attach a one page typed proposal stating the following:

- Anticipated job duties (briefly)
- Your goals for pursuing this position
- How do your goals align with the MSA learning objectives?

MSA Program Learning Objectives:

The following are outcomes expected from participation in the MSA degree program. Upon completion of the MSA degree program, learners will be able to:

1. Apply administrative and managerial theories and research to problem solving, strategic planning, and decision-making contexts within complex organizations.
2. Describe various theoretical approaches to understanding complex organizations and explain how they may be used to analyze organizational processes and/or behaviors.
3. Demonstrate the ability to apply administrative theory, research, and writing techniques to solve complex administrative problems and conduct appraisals and evaluations of programs and projects that serve organizations.
4. Utilize financial management and accounting concepts to effectively and efficiently analyze, evaluate, and enhance the budgeting, funds allocation, asset management, and financial planning processes of a wide range of organizations.
5. Demonstrate an understanding of the impact of cultural influences, multiculturalism, and diversity issues on workplace values and working styles. Demonstrate ability to apply methods and tactics for establishing policies, procedures and programs that support organizational priorities within a global environment.
6. Compile and synthesize information on an organizational issue and/or problem, conduct research on that issue/problem, and determine a strategy for the solution/resolution of the issue/problem. Be able to defend the solution/resolution, in oral and/or written forms, to personnel at multiple levels of the organization.

Submission must include: Proposal form, Career Services Verification Form and Written Proposal.

Career Services Verification Form

Name: _____ Student ID: _____

The above named student visited Career Services on _____ and received assistance in polishing his/her **resume**.

Career Services Representative Signature: _____

****Student must attach both before and after copies of resume.***

The above named student visited Career Services on _____ to conduct a **mock interview**.

Career Services Representative Signature: _____

Notes:



Internship Agreement

Master of Science in Administration Degree Program (MSA 690)

1. Intern Information

Name _____ Student ID _____

Address _____

Street Number and Name

City

State

Zip

Phone _____ Email _____@cmich.edu

Alternate Email _____

Semester: Fall Spring Summer Year

2. Internship Description

Attach a description of the internship including typical duties, specific projects, planned assignments, and intern objectives. The description should be on agency letterhead and signed by the Agency Supervisor.

3. Agency Information

Agency Name _____

Address _____

Street Number and Name

City

State

Zip

Agency Supervisor Name and Title _____

Phone _____ Email _____

4. MSA Internship Coordinator Information

MSA Internship Coordinator Name _____

Phone _____ Email _____

5. Signatures

Signing below indicates you have received, read, and agree to the terms set forth in the *Internship Handbook* (intern) and the *Agency Supervisor Information* (Agency Supervisor).

Intern _____

Printed name

Signature

Date

MSA Internship Coordinator _____

Printed name

Signature

Date

Agency Supervisor _____

Printed name

Signature

Date

MSA Director _____

Printed name

Signature

Date

Intern Evaluation

Master of Science in Administration Degree Program (MSA 690)

Intern Name _____ Date _____

Agency Name _____

This is a Pre evaluation Midterm evaluation Final evaluation

This is a Self-evaluation Agency Supervisor evaluation

COMPETENCY	NEEDS IMPROVEMENT	SATISFACTORY	VERY GOOD	EXCELLENT
Problem solving & Decision Making Ability	1 2 3 Has some difficulty organizing and completing assigned tasks.	4 5 6 Manages to organize and complete most assigned tasks in a competent manner.	7 8 Very well organized and completes assigned tasks in a professional manner.	9 10 Exceptional organization and completes tasks in an exemplary manner.
	COMMENTS:			
Understanding of organizational processes	1 2 3 Below expectations. Needs frequent instruction and supervision. Work quality is less than satisfactory.	4 5 6 Meets expectations. Needs some supervision. Quality of work is competent.	7 8 Usually exceeds expectations. Needs very limited supervision. Work is of very good quality.	9 10 Consistently exceeds expectations. Work is always of highest quality.
	COMMENTS:			
Time management & Dependability	1 2 3 Procrastinates much of the time. Does not complete most tasks in a timely manner.	4 5 6 Average ability to manage time on tasks. Some procrastination but most tasks are completed on time.	7 8 Very efficient in managing time on tasks. All tasks are completed on schedule.	9 10 Exceptional ability to manage time on tasks. Most work is completed ahead of schedule.
	COMMENTS:			
Written communication	1 2 3 Below expectations. Difficulty conveying information/ideas in writing. Numerous errors.	4 5 6 Can satisfactorily convey information/ideas in writing. Usually free of errors.	7 8 Very effective in conveying information/ideas in writing. Errors are rare.	9 10 Exceptional ability to communicate information/ideas in writing. Work is free of errors.
	COMMENTS:			
Oral communication	1 2 3 Has difficulty communicating to individuals and groups. Poor grammar or not comfortable speaking.	4 5 6 Can competently express information/ideas to individuals and groups. Reasonably comfortable in most situations.	7 8 Very effective in conveying information/ideas to individuals and groups. Comfortable during oral communication.	9 10 Exceptional ability to communicate effectively to individuals and groups.
	COMMENTS:			

Ability to work with others	1	2	3	4	5	6	7	8	9	10
	Occasionally gets along with people in the organization. Rarely initiates contact with others.			Gets along well with people in the organization. Usually initiates contact with other personnel.			Very good relationship with personnel at all levels of contact. Interaction is positive and productive.		Exceptional relationships with personnel at all levels. Interaction is positive, productive, sensitive to needs of others.	
COMMENTS:										
Understanding of budget or financial planning processes	1	2	3	4	5	6	7	8	9	10
	Cannot be depended on for work ethic or responsibility for errors.			Usually performs as requested, and takes responsibility for work and errors.			Can always be counted on to complete tasks. Is conscientious, dependable, and accepts responsibility for work quality.		Exceptionally dependable and responsible in all circumstances.	
COMMENTS:										
Initiative & Quality of work	1	2	3	4	5	6	7	8	9	10
	Must be pushed to consider additional responsibilities. Does not display enthusiasm for assigned work.			Tends to wait for assignments rather than taking initiative. Usually enthusiastic about work assignments.			Self-starter. Makes the most of opportunities. Enthusiastic and requests additional responsibilities.		Frequently requests opportunities for new assignments. Makes the most of opportunities.	
COMMENTS:										
Ability to accept and utilize suggestions	1	2	3	4	5	6	7	8	9	10
	Almost always rejects suggestions to improve performance. Rarely attempts to utilize the suggestions.			Usually accepts suggestions to improve performance. Usually successful in utilizing suggestions.			Always welcomes suggestions to improve performance. Makes a concerted effort to utilize the suggestions.		Always welcomes and solicits suggestions to improve performance.	
COMMENTS:										
Professional appearance and behavior	1	2	3	4	5	6	7	8	9	10
	Needs to be reminded frequently about appropriate attire or behavior in the work setting.			Seldom needs to be reminded of appropriate attire or behavior in the work setting.			Appearance and behavior is always appropriate to the work setting.		Appearance and behavior is exceptional and worthy of emulation by others.	
COMMENTS:										
TOTAL SCORE:										

Agency Supervisor _____
 Printed name Signature Date

Intern _____
 Printed name Signature Date