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STUDENT

INTERNSHIP HANDBOOK



See for yourself.



STUDENT INTERN

SECTION

INTERNSHIP PROGRAM OVERVIEW

The Internship Program at Villa Maria College partners with businesses, agencies and schools to provide students an opportunity to pursue a college education concurrently with an on-the-job work related experience. Most all programs of study require an Internship course during Fall, Spring, or Summer semesters.

Students are able to explore career interests and options as they develop professional skills and competencies, employment knowledge, apply classroom learning to a specific career field, cultivate networking contacts, and develop job search skills. Academic credit is granted for the internship course based on a student's performance at the internship site, satisfactory completion of program course requirements, and evaluations completed by the site supervisor and the Director of Career Services and Internships.

Internship differs dramatically from casual employment because there are three partners in an Internship experience: the student, the Director of Career Services and Internships, and the site supervisor:

- The student uses the internship as a learning strategy to apply classroom theory to a real world setting.
- The Director of Career Services and Internships prepares the student to act professionally, set learning objectives, and awards credit for the course.
- The site supervisor provides meaningful work experience, including orientation, supervision and training, and evaluates the student's performance.

Students from each program of study are assigned to the Director of Career Services and Internships who facilitates placement for the internship, acts as a liaison between internship site supervisors, the college, and the student, monitors the student's performance and holds regularly scheduled seminars. Registration for the course is dependent upon meeting eligibility requirements set forth by each program of study.

INTERNSHIP PROCESS

Students should follow the steps outlined below to be successful in implementing an internship. The steps include the following:

- Meet with Academic Advisor to establish Eligibility Requirements have been met
- Register for Internship course
- Complete Internship Intake Form
- Meet with the Director of Career Services and Internships to research and identify internship sites
- Refine Cover Letter, Resume, and Thank You Letter with Director of Career Services and Internships
- Work with the Director of Career Services and Internships to secure internship site
- Interview with Internship Site Supervisor
- Establish internship work schedule
- Attend internship seminars held prior to and throughout the semester
- Complete the Internship Agreement Form found in the Internship Handbook and return to the Director of Internships before beginning the internship

DIRECTOR OF CAREER SERVICES AND INTERNSHIPS

The Director of Career Services and Internships works with students, college personnel, and the internship site supervisor to arrange, supervise, and evaluate the internship experience. The Director of Career Services and Internships is responsible for:

- Making referrals for internship positions.
- Monitoring student progress throughout the internship.
- Responding to student concerns throughout the internship.
- Implementing seminars.
- Providing a course syllabus that outlines course requirements.
- Maintaining office hours to meet with students.

STUDENTS REQUIRING ACCOMMODATIONS

The College recognizes the academic potential of all students and strives to provide reasonable accommodations to assist those with disabilities to be successful. Before accommodations can be granted, students with documented disabilities are required to self-identify. To self-identify, the student should notify the Coordinator for Students with Disabilities and the procedure for obtaining accommodations will then be explained. The student should also discuss with the Director of Career Services and Internships what accommodations, if any, may be needed at a particular internship site.

NON-DISCRIMINATION STATEMENT

Villa Maria College does not discriminate on the basis of age, race, religion, creed, color, national or ethnic origin, gender, disability, sex, sexual orientation, domestic violence victim status, marital status, veteran status, military status, and any other protected status. This policy applies to admissions, all terms and conditions of employment, or in any other aspect regarding the conduct of College programs and activities. Villa Maria College is an Equal Opportunity Employer.

IDENTIFICATION OF THE INTERNSHIP SITE

Before students select internship sites, it is their responsibility to research possible sites. Information about internship sites is available from the Director of Career Services and Internships and the Career Development Center. Students identifying a new site must request that the Director of Career Services and Internships review the potential site. Students and the Director of Career Services and Internships will jointly evaluate potential sites and, based upon student interest and skills, make a final selection. Approval will be given, if the site provides the appropriate learning environment. The Director of Career Services and Internships, prior to any arrangements with potential site supervisors, must approve all sites.

IDENTIFICATION OF THE INTERNSHIP SITE (CTND.)

The Director Career Services and Internships recommends sites for local and out-of-town internships based upon student needs, interests, and career goals. Coordinators provide a list of potential internship sites, and numerous opportunities are listed on the internet that may expand student educational and career potential.

INTERNSHIP AGREEMENT FORM

The Internship Agreement form outlines the collaboration of the three parties involved in the internship course; the College, the student and the company or agency hosting the internship. The document sets forth expectations for each party in reference to the internship's educational experience, timeframes, payment/nonpayment for services and insurance coverage. Students must complete, sign and return the form to the Director of Career Services and Internships before beginning the Internship experience at the site. Hours completed before the internship agreement form is submitted will not count toward the internship hour requirement.

ACADEMIC QUALITY

Academic quality of the internship experience is maintained through pre-arranged Learning Objectives, corresponding Learning Activity assignments, conferences between student, coordinator, and site supervisor and through evaluation and grading. A student's internship grade is based largely upon successful completion of the Learning Objectives and Learning Activities as reviewed by both the Director of Career Services and Internships and site supervisor.

EVALUATION AND GRADING

Students enrolled in internships are monitored by the Director of Career Services and Internships and site supervisors. Directors are responsible for awarding grades earned by students. As per the course outline, grades may be based upon the following:

- Midterm and final evaluations by the site supervisor
- Assignments
- Projects
- Seminar participation

Students should review their internship course outlines for program evaluation and grading specifics. At the end of the internship, a grade, as per the course outline, is entered on the student's permanent record.

INTERNSHIP ABSENCES

The tasks performed by student interns contribute to goals implemented at an internship site. Absence from the assignment immediately necessitates re-planning and re-scheduling by the site supervisor of work to be performed. Therefore, in case of sickness or an emergency necessitating absence from the internship, the employer should be notified by telephone as early as possible. Absence from the internship site should also be reported to the Director of Career Services and Internships on that same day. The Director of Career Services and Internships will review absences and in situations where absences interfere with the accomplishment of internship goals, the student will be asked to make improvements or required to withdraw from the internship.

COLLEGE POLICY: TERMINATION FROM AN INTERNSHIP

Students terminated from internship, as requested by the site supervisor, receive a grade of "F" and must repeat the internship during another semester. Hours completed at the internship from which a student is terminated cannot be included among required hours in a repeated internship experience.

Students are required to meet with the Director of Career Services and Internships to develop a corrective action plan prior to internship placement.

COLLEGE POLICY: TERMINATION OF EMPLOYMENT

When a student participates in an internship at his/her place of employment and his/her employment is terminated for reasons other than a downsizing the college policy sets forth that:

When a student is fired/terminated from an "Employment Based Internship" the internship course ceases. The student receives a grade of "F" and must repeat the course during another semester.
(Refer to the above college policy.)

INTERNSHIP PROGRAM POLICY ON SOCIAL NETWORKING

It is recommended that internship site supervisors be aware of FERPA guidelines to ensure the protection of privacy of student education records. In order to comply with FERPA Regulations Villa Maria College suggests the following guideline when using social media:

All information concerning student performance and evaluation is considered protected and therefore should not be discussed on social networking sites.

For additional information site supervisors can visit www.ed.gov and search FERPA.



INTERNSHIP FORMS

SECTION



INTERNSHIP INTAKE FORM

Complete this form within one week after registering for Internship I or II and submit it to the Director of Career Services and Internships. Before the end of the semester, make an appointment with the Director of Career Services and Internships. Bring a copy of an UPDATED RESUME with you. If you need help with your resume, make an appointment with the Career Development Director. A reminder that Art Department students must successfully pass a portfolio review with the appropriate Program Coordinator prior to the Internship.

Name: _____	Telephone: _____
Last First MI	
Address: _____ City: _____ State: _____ Zip: _____	
Program of Study: _____ Degree: _____ Semester: _____ Year: _____	

COLLEGE EXPERIENCES

1. List the names of colleges/universities other than Villa that you have attended. List the last institution attended first. Include your program major and the dates of your enrollment.

Colleges/Universities Attended	Program Major	From	To

2. Why did you select your present major? _____

3. What studies in your program major interested you the most this year? _____

WORK EXPERIENCES

List your work experiences with the most recent experience listed first:

Company/Organization Name	Job Title	Duties Performed	From	To	Hours/Week

INTERNSHIP INTAKE FORM - SITE QUESTIONNAIRE

Students are placed in internships based upon site availability, appropriate skills, resumes, and interviews.

1. (For Art, Business, Music and Liberal Arts Program Students)

List the specific agencies/organizations/businesses at which you would like to be placed for your internship experience.

A. _____ B. _____ C. _____

2. Do you have a car for transportation to/from internship site? Yes ☐ No ☐

3. What skills do you wish to acquire during your internship? _____

4. What skills do you possess that could be put to use during your internship experience?

5. Describe any special circumstances or considerations about which the Director of Career Services and Internships should be aware when matching you with a site.

6. If there are positions, job duties or tasks which you cannot perform, please describe.

7. Additional information you would like the Internship Coordinator to be aware of.



CODE OF PROFESSIONAL AND ETHICAL CONDUCT FOR STUDENT INTERNS

General Statements

As a Villa Maria College intern, you are representing not just yourself, but the College and your fellow students, both current and future. Your conduct should make the employer want to host interns in the future.

As a student intern you are expected to adhere to the employer's employment policies, practices, procedures, dress code, and/or standards of conduct. To avoid any misunderstanding, it is recommended that you obtain clarification regarding such matters from your employer when you begin your assignment.

Your performance while on assignment as an intern will be evaluated by your employer and the Director of Career Services and Internships. Upon completion, you will receive either a letter grade or pass/fail for the course. A passing grade will be required in order for the internship to be recognized by the college and receive credit.

You must keep the Director of Career Services and Internships and your Site Supervisor apprised of any changes to your current e-mail address, physical address, or telephone number.

The student intern is required to maintain the established work schedule and meet internship obligations. Absences, excused or not, do not absolve a student from the responsibility of completing all assigned work promptly and the required number of hours. It will be the responsibility of the student to contact the Director of Career Services and Internships when absences occur. Absences will be excused for documented cases of:

1. Incapacitating illness
2. Death of a close relative
3. Religious holidays

*Vacations are to be planned outside of the internship semester and are not to be taken during an internship course.

Any changes in your internship status (withdrawal, termination) must be reported immediately to the Director of Career Services and Internships.

If you feel victimized by a work-related incident (e.g. job misrepresentation, unethical activities, sexual harassment, discrimination, etc.), you are to contact the Director of Career Services and Internships immediately. You may also contact the College's Civil Rights Compliance Officers. More information can be found at www.villa.edu/campus-life/Title-IX.

CODE OF PROFESSIONAL AND ETHICAL CONDUCT FOR STUDENT INTERNS (CTND.)

Specific Statements

You will conduct yourself in a professional manner at all times. This includes, but is not limited to:

1. Reporting for the internship on time and maintaining the required work schedule.
2. Following all rules and policies as required by the employer.
3. Maintaining strict confidentiality regarding information obtained on any clients, members, customers, patients, employees, and products or services associated with the internship site.
4. Using appropriate written and oral communication in all interactions with all supervisors, employees, clients and College personnel.
5. Observing all established safety rules and avoiding unsafe work practices.
6. Demonstrating honesty, cooperation, integrity, courtesy, and a willingness to learn.
7. Engaging in positive, ethical, and legal behavior.
8. Accepting responsibility and accountability for decisions and actions taken while at the internship site.
9. Treating all customers, clients, supervisors, and fellow employees with dignity and respect.
10. Remaining drug and alcohol-free, and avoiding the use of controlled substances.
11. Dressing appropriately for the work setting.
12. Refraining from conducting personal business during work hours (emails, cell phones, internet).
13. Observing how people organize their ideas and respond to situations.

I understand and agree with the professional standards of the internship program as listed in the preceding general and specific statements. I understand if any facet of the code of conduct is not adhered to, I may be at risk of losing academic credit/tuition, or in some other way being subjected to consequences.

Name (print): _____

Signature: _____ Date: _____

Major: _____ Cell Phone: _____

Villa Email: _____



INTERVIEW EVALUATION FORM

Student's Name: _____

Interviewer's Name: _____

Date of Interview: _____

Directions: Please place an "X" in the appropriate box for each of the criteria listed below.
Your assessment will promote student development of effective interview skills.

Area	Excellent	Above Average	Average	Below Average	Failing
Introduction/Closing:					
Appropriate greeting: - Name, handshake, resume, sits when requested to do so					
Delivery:					
- Listening skills					
- Non-verbal, eye contact, posture, smile					
- Articulation: volume, rate, clarity, energy, concise					
- Dress/Appearance, appropriateness					
Questions/Answers					
- Quality of responses, - Knowledge of company					
- Interview appears planned and practiced					
- Grammar is correct and appropriate					
- Answers are precise, powerful, and brief					
Closing					
-Appropriate closing; thanks interest, next step					

Comments: _____

Please return to the Director of Career Services and Internships at:

Villa Maria College, 240 Pine Ridge Road, Buffalo, NY 14225.



INTERNSHIP - WEEKLY TIME/WORK REPORT

Student's Name: _____ Internship Site: _____

Site Supervisor's Name: _____ Telephone: _____

Immediate Supervisor's Name: _____

DAYS AND HOURS WORKED

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Week Total	Supervisor's Initial
Week 1									
Week 2									
Week 3									
Week 4									
Week 5									
Week 6									
Week 7									
Week 8									
Week 9									
Week 10									
Week 11									
Week 12									
Week 13									
Week 14									
Week 15									

INTERNSHIP SCHEDULE

Start Date: _____

Completion Date: _____

Monday _____ to _____

Tuesday _____ to _____

Wednesday _____ to _____

Thursday _____ to _____

Friday _____ to _____

Saturday _____ to _____

Number of hours per week: _____

TOTAL HOURS FOR SEMESTER: _____

Student's Signature

Site Supervisor's Signature



INTERNSHIP AGREEMENT

THIS AGREEMENT, made and entered into this day _____, 20____ by and between _____, (herein after student) and _____, (herein after employer), with regards to the Internship assignment to be coordinated by _____ from Villa Maria College, (herein after College) Buffalo, New York.

WITNESSETH

WHEREAS, the employer is desirous of contracting for the services of the students for the period of time set forth below; and WHEREAS, the student seeks to provide services to the employer for the purpose of gaining practical and educational benefit; and WHEREAS, the College is desirous of acting as intermediary in their arrangement to enhance the quality of its educational offerings. NOW THEREFORE, of and in consideration of the mutual covenants contained herein and other good and valuable consideration, the receipt of which is hereby acknowledged, the parties hereto agree as follows:

This assignment lasting _____ weeks _____ hours, will begin _____ and continue through _____.

The student will be required on site for a minimum of _____ hours per week during this time. The student will receive _____ wages. The student will be accepted and assigned to jobs and otherwise treated without regard of age, race, religion, creed, color, national or ethnic origin, gender, sex, sexual orientation, domestic violence victim status, marital status, veteran status, military status, and any other protected status.

Each student intern is required to complete a special project or a series of assignments, (depending on his/her area of study) developed jointly between the student and the work site supervisor with the Director of Career Services and Internship's approval. In addition to the assignments, each student will be asked to participate in and experience other facets of the program.

The on-site supervisor will be expected to provide time and service to the student in area of (1) facility orientation; (2) work projects involvement; (3) special project design and implementation; (4) general coordination, advisement, and performance evaluation. Once the internship is completed, neither the employer nor the student is under obligation to offer or accept future employment.

The student will be evaluated through employer assessment, the Director of Career Services and Internships observations, and the quality of assignments.

In the instance where a student intern is not meeting the responsibilities of the internship as set forth by the intern site supervisor, the supervisor will notify that intern's Director of Career Services and Internships to resolve the problem(s) or have the intern removed from the internship.

Villa Maria College is covered by a General Liability Insurance Policy. This policy covers students at internship experience sites. For verification, a Certificate of Insurance may be requested from the College.

Student _____ Date _____

Director of Career Services and Internships _____ Date _____

Site Supervisor _____ Date _____



MIDTERM PERFORMANCE EVALUATION

TO: Site Supervisors and Student Interns

FROM: Judy Piskun
Associate Professor
Director of Career Services and Internships

RE: Midterm Performance Evaluation

Attached you will find the Internship Midterm Evaluation Form. The Midterm Evaluation should be completed and reviewed with the student at the time she/he has completed 65 hours of internship participation. The student intern will inform you of that date. Please plan a date and time to review the Midterm Evaluation Form with the student. This is an important concept of the internship experience, for the Midterm Evaluation will serve as a guide for student's acquisition of skills and abilities throughout the remainder of her/his internship and will assist you and myself in guidance of the student.

Should you have questions please contact me at 961-1842 or jpiskun@villa.edu. Thank you for your time and efforts in working with a Villa Maria College student intern!



MID-TERM SITE SUPERVISOR EVALUATION OF STUDENT FORM

Villa Maria College relies heavily on the site supervisor's evaluation of internship students in assessing the quality of their performance and degree of learning. We ask you take the time to provide a thorough and accurate assessment of the performance of the student intern. By sharing honestly and constructively your evaluation of the student's performance, you will contribute significantly to her/his personal, intellectual, and professional development.

Please fill out the entire form.

Name of student: _____ Semester: _____

Program of study: _____ Site: _____

PART I STUDENT PERFORMANCE RATINGS

Using the scale provided, respond to the following statements about this intern's performance and academic capabilities. Please add additional comments as needed.

5: Superior. Exceptionally high quality work that exceeds expectations

4: Above Average. Consistently performs above the requirements of the position

3: Average. Performs all duties commensurate with the demands of the position

2: Below Average. Falls short of competency in one or more areas of responsibility

1: Poor. Has not fulfilled requirements or has done so very poorly

NA: Non applicable

Item	The Student	Score
1	Achieved her/his internship learning objectives	
2	Demonstrated necessary writing and speaking skills	
3	Was able to apply classroom knowledge to the internship setting effectively	
4	Demonstrated critical thinking and problem-solving skills	
5	Demonstrated initiative and the ability to learn	
6	Responded well to supervision and constructive criticism	
7	Showed the capacity to be a self-sufficient, independent worker	
8	Worked effectively with others on team projects	
9	Exhibited a sense of responsibility and dependability	
10	Exhibited a positive attitude toward work and co-workers	
11	Showed creativity and originality	
12	Exhibited a professional attitude	
13	Behaved ethically	
14	Demonstrated sensitivity to diversity in the workplace	
15	Adapted well to changing circumstances	
16	Presented an appropriate professional appearance	
17	Made progress throughout the internship	
18	Completed a sufficient quantity of work	
19	Produced quality work	
20	Demonstrated awareness of her/his strengths/weaknesses	



MID-TERM SITE SUPERVISOR EVALUATION OF STUDENT FORM (CTND.)

PART II EXTENDED CRITIQUE

Please respond to the following questions about the student's performance and capabilities.

1. To what degree has the intern successfully achieved his/her learning goals?

2. Has the intern demonstrated professional growth and insight? Be specific.

3. What are his/her greatest strengths?

4. What areas of performance or knowledge/skill deficiencies should the intern address to enhance her/his professional potential?

5. What constructive feedback would you offer to help the intern get more out of her/his next internship or to achieve success at her/his first job upon graduation?

6. Which areas of the intern's academic preparation appear to be strong or in need of improvement?



MID-TERM SITE SUPERVISOR EVALUATION OF STUDENT FORM (CTND.)

PART III FINAL EVALUATION

How would you rate the intern's overall performance? Circle the appropriate descriptor and number. Benchmark the evaluation against the 20 criteria above as well as others you deem appropriate.

1	Poor: Recommend that academic credit not be awarded based on insufficient effort and performance as well as lack of demonstrated learning
2	Below Average: Intern demonstrated effort, but performance was unsatisfactory and below expectations
3	Average: Intern satisfactorily met established learning standards and job performance expectations
4	Above Average: Intern somewhat exceeded average undergraduate learning standards and work performance expectations based on criteria listed
5	Excellent: The intern's demonstrated learning and development well exceeded the average and her/his performance was exemplary on all standards

PART IV APPROVALS AND ACCOUNTABILITIES

1. Site Supervisor

The above is my evaluation of _____. I have reviewed my evaluation with the student.

Site Supervisor: _____ Placement Site: _____

Title: _____ Phone number: _____

2. Student Intern

I have read my supervisor's evaluation and/or discussed the evaluation with my supervisor.

Signature: _____ Date: _____

3. Director of Career Services and Internships/Evaluator

I have read the supervisor's evaluation of the student.

Signature: _____ Date: _____



FINAL PERFORMANCE EVALUATION

TO: Site Supervisors and Student Interns

FROM: Judy Piskun
Associate Professor
Director of Career Services and Internships

RE: Final Performance Evaluation

The student intern will inform you of his/her last day of the internship experience and give to you the Final Evaluation Form at least one week prior to that date. You will also find a copy of the form in the Site Supervisor Internship Handbook.

A very important component of an academic internship is the evaluation process as it offers the intern feedback on his/her performance and assesses progress in meeting both the goals of this course and the learning goals established by you and the student at the onset of the internship experience.

Please review the Final Evaluation Form with the student and either give the form to the intern or return to me by mail or fax; Judy Piskun, Director of Career Services and Internships, Villa Maria College 240 Pine Ridge Rd., Buffalo, NY 14225 or 716-896-0705. Thank you for sharing your time and expertise with a student from Villa Maria College.



FINAL SITE SUPERVISOR EVALUATION OF STUDENT FORM

The College relies heavily on the site supervisor's informed evaluation of internship students in assessing the quality of their performance and degree of learning. We ask you take the time to provide a thorough and accurate assessment of the performance of the intern named below. By sharing honestly and constructively your perceptions of the student's performance, you will contribute significantly to her/his personal, intellectual, and professional development. Please fill out the entire form.

Name of student: _____ Semester: _____

PART I STUDENT PERFORMANCE RATINGS

Using the scale provided, respond to the following statements about this intern's performance and academic capabilities. Please add additional comments as needed.

5: Superior. Exceptionally high quality work that exceeds expectations

4: Above Average. Consistently performs above the requirements of the position

3: Average. Performs all duties commensurate with the demands of the position

2: Below Average. Falls short of competency in one or more areas of responsibility

1: Poor. Has not fulfilled requirements or has done so very poorly

NA: Non applicable

- _____ Learning objectives met.
- _____ Demonstrated necessary writing and speaking skills
- _____ Was able to apply classroom knowledge to the internship setting effectively
- _____ Demonstrated critical thinking and problem-solving skills
- _____ Demonstrated initiative and the ability to learn
- _____ Responded well to supervision and constructive criticism
- _____ Showed the capacity to be a self-sufficient, independent worker
- _____ Worked effectively with others on team projects
- _____ Exhibited a sense of responsibility and dependability
- _____ Exhibited a positive attitude toward work and co-workers
- _____ Showed creativity and originality
- _____ Exhibited a professional attitude
- _____ Behaved ethically
- _____ Demonstrated sensitivity to diversity in the workplace
- _____ Adapted well to changing circumstances
- _____ Presented an appropriate professional appearance
- _____ Made progress throughout the internship
- _____ Completed a sufficient quantity of work
- _____ Produced quality work
- _____ Demonstrated awareness of her/his strengths/weaknesses



FINAL SITE SUPERVISOR EVALUATION OF STUDENT FORM (CTND.)

PART II EXTENDED CRITIQUE

Please respond to the following questions about the student's performance and capabilities.

1. To what degree has the intern successfully achieved his/her learning goals?

2. Has the intern demonstrated professional growth and insight? Be specific.

3. What are his/her greatest strengths?

4. What areas of performance or knowledge/skill deficiencies should the intern address to enhance her/his professional potential?

5. What constructive feedback would you offer to help the intern get more out of her/his next internship or to achieve success at her/his first job upon graduation?

6. Which areas of the intern's academic preparation appear to be strong or in need of improvement?



FINAL SITE SUPERVISOR EVALUATION OF STUDENT FORM (CTND.)

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Site Supervisor: _____ Placement Site: _____

Title: _____ Phone number: _____

2. Student Intern

I have read my supervisor's evaluation and/or discussed the evaluation with my supervisor.

Signature: _____ Date: _____

3. Director of Career Services and Internships/Evaluator

I have read the supervisor's evaluation of the student.

Signature: _____ Date: _____



STUDENT INTERNSHIP OBJECTIVES

Student's Name: _____ Semester: _____ Year: _____

Supervisor's Name and Title: _____

Student's Title/Position: _____

LEARNING OBJECTIVES

1.

2.

3.

4.

5.

6.

RELATED LEARNING ACTIVITIES

1.

2.

3.

4.

5.

6.



STUDENT INTERNSHIP OBJECTIVES (CTND.)

Additional Planning Notes:

Student's Signature _____ Date _____

Site Supervisor's Signature _____ Date _____

Director of Career Services and Internships' Signature _____ Date _____



SUPERVISOR EVALUATION OF LEARNING OBJECTIVES AND LEARNING ACTIVITIES

Please complete the Evaluation of Learning Objectives and Learning Activities Form and return to the Villa Maria College Director of Career Services and Internships.

- The evaluation of student learning objectives should indicate how well the student has performed and the level of achievement attained in relation to the objectives predetermined at the beginning of the internship.
- Comments and a percentage figure should be used to indicate the performance level. Each learning objective and related learning activity is worth ten percent (10%).
- Please be prepared to discuss the evaluation with student intern and the Director of Internships

SUPERVISOR'S EVALUATION OF STUDENT PERFORMANCE

Objective 1.

Objective 2.

Objective 3.

Objective 4.

Objective 5.

Objective 6.

Student's Signature _____ Date _____

Site Supervisor's Signature _____ Date _____

Director of Career Services and Internships' Signature _____ Date _____



TIPS FOR A SUCCESSFUL INTERNSHIP

TIPS FOR A SUCCESSFUL INTERNSHIP

CREATE A GOOD FIRST DAY IMPRESSION

Below are listed suggestions to make the first day at the internship placement beneficial to the student and employer.

- Get a good night's sleep.
- Eat a good breakfast.
- Take time to listen to people.
- Ask questions, if you are unsure of something.
- Wear appropriate attire. It is better to be overdressed the first day.
- Bring paper and a pen. Depending on the organization, a notebook or briefcase might be appropriate.
- Bring any forms sent to you ahead of time and personal identification to complete employment verification forms as necessary.
- Adjust your expectations and maintain a positive attitude.
- Acknowledge your mistakes, accept responsibility, and learn from errors.
- Be a good team player by displaying dedication, flexibility, and effort.
- Contact the Director of Career Services and Internships to address and discuss first-day issues.

ON THE JOB

STUDENT RESPONSIBILITIES

To be successful as a Villa Maria College intern and to insure future use of the internship experience as evidence of experience in your career area, exhibit the on-the-job behaviors noted below.

- Demonstrate enthusiasm, energy, initiative, a desire to learn, and professional attitudes and behaviors on the job.
- Be punctual and regular in attendance.
- Follow worksite policies for appropriate dress.
- Observe others and the unofficial hierarchy at the site.
- Maintain composure under pressure and refrain from over-reacting in situations.
- Use formal and informal communication appropriate to the site and never engage in gossip.
- Respect the differences of others' perspectives by listening and learning from individuals and groups with whom you work.
- Research ideas before you suggest them.
- Ask questions and make sure you understand the answers.
- Review all evaluations with your site worksite supervisor and incorporate strategies and methods to strengthen your performance.
- Follow instructions carefully.
- Be willing to perform any task assigned to the very best of your ability.
- Demonstrate your knowledge and skills, as more complex tasks may be assigned.

COVER LETTERS, RESUMES, AND INTERVIEWS

YOUR COVER LETTER

THE ETIQUETTE OF COVER LETTERS

- A cover letter must always accompany the resume forwarded to an employer. It is the first thing an employer will see and read. Similar to the resume, the cover letter helps the employer decide whether you are the right candidate for the position.
- Cover letters should be specific to the position for which the student is applying. Generic letters should not be used. Duplicated form letters sent with resumes are not acceptable.
- A cover letter must be brief and interesting. The cover letter ensures your resume will be read. The first 20 words are most important; they attract the reader's attention.
- The first paragraph should state the purpose of the letter. Students should mention the position for which they are applying and how they learned of the position.
- In the second paragraph, students should document why they are qualified for the position and elaborate previous relevant experience.
- The third and last paragraph informs the employer that the student would like an interview to further discuss qualifications. Contact information should be included, as well as a thank you to the reader for their time and consideration.

TEN TIPS FOR GREAT COVER LETTERS

1. Always include important information. Your name, address, and telephone number (with area code) should be clearly visible.
2. If possible, make the cover letter personal by addressing a specific person within the company. If necessary, contact the company for the information. Never address your letter to "Dear Sir/Madam."
3. Your first sentence should be an eye catcher! The first sentence encourages the reader to read the entire letter.
4. Write each letter for a specific job. Generic cover letters should never be used.
5. In the second paragraph, highlight your skills and how they relate to the position for which you are applying.
6. Your cover letter should be on the same paper as your resume. Be sure to proof read it. Remember first impressions are important!
7. Cover letters should only be on one page. Use descriptive words and be concise.
8. Be confident, creative, and upbeat. Show your personal style. Never ask for "entry level" employment, since the request conveys lack of confidence. Students may only receive an entry level position, but should not request entry-level.
9. Be positive regarding what you have to offer as an intern.
10. End your letter with what action you desire. In most situations, it will be your desire to interview. You have to be assertive, so let the employer know you will be contacting them.

COMPONENTS OF A COVER LETTER

Your street address
City, State (do not abbreviate) Zip Code
Date

Employer's Name
Title
Company
Complete Address

Dear Mr./Ms. (Employer's Name):

The first paragraph should create a reason for the employer to want to read the letter. State your reason for writing and provide information to show your interest in the company. State the position for which you are applying and how you heard about the position.

In the second paragraph, discuss your qualifications for the position. Mention your education and previous employment experience. Acknowledge your accomplishments, especially those that meet the job description or requirements. Highlight important points in your resume.

The last paragraph should pave the way for the interview by asking for an appointment or by informing the reader that you will be calling to schedule an appointment. Thank the reader for their time and consideration.

Sincerely,

(Remember to Sign here in black ink)

Your name

Enclosure (You are noting that you have enclosed your resume)

YOUR RESUME

WHAT IS A RESUME?

- A personal, individual summary of your educational background, experience, and skills.
- An opportunity to present your best qualities to an employer in a way you want to be seen.
- A calling card to remind the employer of who you are.
- A way for you to generate interviews.
- A way for employers to compare your qualifications to those of other candidates.

WHY IS A RESUME SO IMPORTANT?

- Resumes are expected for almost all types of internships and employment opportunities.
- Resumes serve as a focus for and will help you improve upon your interview abilities.
- Resumes document your qualifications in a concise, organized way.
- Your resume serves as the first impression of you when seeking an internship or employment opportunity.

MAKE A GREAT IMPRESSION WITH YOUR RESUME

Your resume has to sell the reader in the top half:

- Provide the employer with accurate information, including your name, complete address, telephone number, and a professional e-mail address.
- Your education is one of your strongest assets. Document your education in the correct format as follows:

Example: Villa Maria College
Major: Business Management
Anticipated date of degree completion

- List relevant coursework under education.
- Your strongest skills should be listed first.

Your accomplishments should stand out:

- The employer should be able to easily determine your accomplishments.
- Use short paragraphs and put information in bullet format.
- Remember to mention scholarships, Phi Theta Kappa, club memberships, and service learning experiences.

YOUR RESUME (CTND.)

Your resume should have eye appeal:

- It should look clean and professional.
- Check for spelling and grammatical errors.
- Have another person proofread your resume.
- Employers prefer one page resumes.

What employers look for when reading your resume:

- Does the candidate have the required education?
- Is the resume neat and easy to read?
- Is work experience listed?
- Are transferable skills outlined?
- How does the candidate compare with other applicants?

RESUME DO's AND DON'Ts

Do:

- Be explicit; use action verbs.
- Make it one page in length.
- Write in the correct tense.
- Develop your resume yourself, but have another person proofread it.
- Be professional.

Don't:

- List hobbies unless related to the job.
- Include references. Create a separate reference sheet.
- Specify salary requirements.
- Use "I" and "my."
- Include personal information such as age, marital status, and number of children.

INTERVIEWING FOR SUCCESS

Interviewing for an internship/job can be a very energizing experience. Whether it is a positive or negative experience is largely up to you. Employers interview candidates to see how well they will “fit” into their companies. The interview will also allow you to determine how well the company will suit your needs. To be successful when interviewing, you must be prepared.

BEFORE THE INTERVIEW

- Research the company. Find out the products/services they provide and their reputation within the industry.
- Dress for success. Wear appropriate attire and pay special attention to hygiene and grooming.
- Prepare questions to ask the interviewer. Asking appropriate questions will show you have a sincere interest in the company.
- Prepare interview answers to commonly asked questions such as “Tell me about yourself.”
- Prepare extra copies of your resume to take along with your list of references.
- It may be helpful to do a trial run to the interview location so that you will know the amount of travel time and where parking is available.
- Arrive at least 10 minutes before the scheduled interview time.

DURING THE INTERVIEW

- Show your interest and your competence. Be able to articulate exactly what you can offer the employer. Think for a moment before answering interview questions. When replying, consider using the S.T.A.R. method. S.T.A.R. stands for Situation, Task, Action, Results. First, give the interviewer a brief overview of a specific situation and your task in that situation. Then explain the action you took and the resulting outcome. Be specific.
- Watch non-verbal communication-body language. Develop rapport with a smile, good eye contact, and a firm handshake. Sit up straight and lean forward slightly when responding. Be aware of facial expressions and nervous habits that you may have.
- Ask the interviewer a few good questions. This is your time to find out more about the company. Ask questions regarding training programs, management style, company policies, and the type of projects you would be assigned, if hired. Avoid asking questions regarding salary, benefits, and vacation time.
- At the end of the interview remember to ask the interviewer what the next step is in the hiring process. Be sure to thank the interviewer for the opportunity to interview for the position. If you are really interested in the position, now is the time to let the interviewer know. Simply say “I would really like to be hired for this position.”

KNOW THE ANSWERS TO TOP INTERVIEW QUESTIONS

- Tell me about yourself.
- What are your long term goals?
- How would you be able to benefit this company?
- What is your major weakness?
- Describe a problem situation and explain how you handled it.
- How has your education prepared you for this type of employment?
- Why should we hire you?

AFTER THE INTERVIEW

- Write and mail to the interviewer within 24 hours a thank you letter, printed on the same stationary as your resume and cover letter. Re-affirm your interest in the position.

THANK YOU LETTERS

WHY SEND A THANK YOU LETTER?

A thank you sent to a potential employer will make you stand out above the competition. Not everyone sends them, and it will be noted that you follow through by being professional. For the best effects, thank you letters should be sent on the same stationary as your resume and cover letter. The letter should be mailed within 24 hours of your interview.

FUNCTIONS OF THANK YOU LETTERS

Thank you letters accomplish the following:

- Remind the employer who you are.
- Impress the employer with your professionalism and enthusiasm.
- Show the employer that you really were thankful for the opportunity to interview.
- Give you the opportunity to mention something you may have forgotten during the interview.



INTERNSHIP DISCLOSURE OF INFORMATION FORM

Students enrolled in academic programs at Villa Maria College are entitled to complete requirements of their program with reasonable accommodations for disclosed physical and/or learning disabilities. Accommodations for internships are arranged by the Director of Career Services and Internships, if the student requests as below:

I, _____, request that the Director of Career Services and Internships of the _____ program at Villa Maria College disclose my disability and/or limitations to the Internship Site Supervisor to seek reasonable accommodations. I will inform the Director of Career Services and Internships if there is any change in disability or type of accommodation requested.

The nature and limits of information to be disclosed and requested accommodations are as follows:

(Student Signature)

(Director of Career Services and Internships' Signature)

(Date)

Note: A signed copy of this form is to be submitted to the Director of Student Success.



INTERNSHIP ACCOMMODATION FORM

Student Name: _____ Date: _____

Possible Internship Location: _____

Site Supervisor Name: _____

Discussion of accommodations required and Internship Site ability to provide necessary accommodations:

Is this facility able to accommodate student's needs? Yes ☐ No ☐

Director of Career Services and Internships' Signature: _____

Date: _____

Site Supervisor Signature: _____ Date: _____

Note: A signed copy of this form is to be submitted to the Director of Student Success.



INTERNSHIP ACCOMMODATIONS PROCEDURES

1. Student self-identifies need for accommodations to the Director of Student Success.
2. Director of Student Success forwards appropriate notice of need for accommodations to faculty and the Director of Career Services and Internships.
3. The Director of Career Services and Internships schedules a private conference with student to discuss the accommodations as they apply to internship placement and requirements.
4.
 - a. If student requests that the Director of Career Services and Internships disclose to the internship site information regarding the nature of his/her disability, and/or type of accommodation needed, the Internship Disclosure of Information Form is completed.
 - b. If the student requests that the Director of Career Services and Internships not disclose information regarding disability and/or accommodations, the internship placement is completed with the Director of Career Services and Internships identifying the most appropriate site using knowledge of needed accommodations and student strengths and challenges.
5. Following completion of the Internship Disclosure of Information Form, the Director of Career Services and Internships contacts potential internship sites and discusses the need for accommodations with the Internship Site Supervisor. The Internship Accommodation Form is completed, and the student is placed at the appropriate internship site.
6. Signed copies of the Internship Disclosure of Information Form and Internship Accommodation Form are submitted to the Director of Student Success.



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