

INTERNSHIPS



INFORMATION PACKET FOR **STUDENTS**

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Internship Coordination Process

- 1** Internship application and résumé are submitted by student
 - ✓ Eligibility Checked
 - ✓ Deadline: One month prior to the start of the semester
- 2** Student meets with Internship Coordinator to review résumé and internship requirements
- 3** Faculty supervisor meets with student to discuss internship site possibilities and notifies coordinator of **internship site leads**
- 4** Coordinator contacts internship site and forwards student's résumé
- 5** Coordinator arranges **site visit** with internship site and faculty
- 6** Student interviews with internship site and completes learning contract
- 7** Student submits signed learning contract to internship coordinator and permission to register is granted
- 8** Student meets with Faculty supervisor to **establish learning outcomes**
- 9** Student completes required hours, outcomes and regularly submits journal
- 10** Faculty supervisor visits site and **meets with Site Supervisor** to discuss student progress
- 11** Internship Coordinator mails final evaluations to site and student

Requirements and Guidelines of the HCC Internship Program

Internship Coordination:

1. Complete the “**Internship Application**” and submit a résumé. The application is available online at <http://www.hagerstowncc.edu/student-services/internships>. The deadline to apply is one month prior to the start of the semester.
2. The Internship Coordinator determines basic eligibility for the internship program. The eligibility requirements to participate in an internship include:
 - Completed Internship Application and Résumé
 - Minimum overall GPA 2.0
 - Minimum of 50% of the core program requirement
 - Faculty approval
3. The student meets with HCC’s Internship Coordinator to review the internship coordination process, review résumé, discuss potential internship sites, and professionalism.

Note: Students who need to arrange workplace accommodations due to a documented disability should also make an appointment with the Coordinator of Disability Services, Jaime Bachtell, via jlbatchell@hagerstowncc.edu or 240-500-2273.

4. The student is assigned and informed of their faculty supervisor either by the internship coordinator or the faculty supervisor. If the student has already identified a faculty supervisor, the student provides the faculty supervisor’s name and contact information.
5. The student arranges an appointment with the faculty supervisor to discuss type of position, location, and skill level. Additionally, the student brings a copy of their resume to the appointment.

If the student is already working in the field, the student may use their current employer if it meets the criteria outlined in “*A Guide for Using ‘Current Employer’ for Internship Academic Credit.*” The student provides the current employer’s information and documentation on the employer’s intent in participating in the program.

6. The student is provided with the internship site location and contact information by Bonnie Saunders, Internship Coordinator.
7. The student contacts the internship site supervisor to arrange an interview.
8. After the interview, the student reports the outcome of the interview to the Internship Coordinator.
9. If both the internship site supervisor and the intern accept the assignment, the site supervisor and the intern sign the “*Internship Learning Contract.*”
10. The student arranges for the faculty supervisor to sign the “*Internship Learning Contract.*”
11. The student brings the “*Internship Learning Contract*” to the Internship Coordinator, ASA 801.
12. The Internship Coordinator signs the “*Internship Learning Contract.*”
13. The Internship Coordinator will arrange for the course to be created and will notify the student when the course creation is completed.
14. The Internship Coordinator provides a copy of the “*Internship Learning Contract.*”
15. The student arranges registration and payment of tuition for internship.
16. The student begins internship.

During the Internship:

1. The student, internship site supervisor, and faculty supervisor establish the learning outcomes within the first two weeks of the internship.
2. The faculty supervisor, site supervisor, and the student correspond on a regular basis to ensure responsibilities are met by all parties as outlined in the "*Learning Contract*." Students should complete their journals on a daily basis logging their hours and progress. Journals should be shared with faculty on a regular basis, every 1-2 weeks.
3. If problems arise at the site:
 - a. If minor problems arise at the site, the site supervisor can use the "*Internship Concern Form*" at any time.
 - b. The site supervisor emails/faxes the form to the Internship Coordinator.
 - c. The Internship Coordinator forwards the information to the faculty supervisor.
 - d. The faculty supervisor follows the "*Procedures for Resolving Field Problems*."
 - e. If major issues arise, the faculty supervisor follows the steps on the "*Guidelines for Early Termination*" and the "*Procedures for Resolving Field Problems*" sheet.
 - f. If the student is injured while at a non-paid internship, the student and faculty supervisor complete the "*Incident Report*." If the student is injured at a paid internship, the student and site supervisor follow the company's incident procedures.
4. At the completion of the internship the site supervisor completes the "*Internship Evaluation*"
5. The Internship Coordinator then forwards the evaluations onto the respective faculty supervisors.
6. A successful internship results in the faculty supervisor determining a letter grade using "*Faculty Internship Evaluation/Determination of Letter Grade*" guidelines.

Contact:

Coordinator, Internship and Job Services

Name: Bonnie Saunders
Office: ASA-801
Phone: 240-500-2260
Email: basaunders@hagerstowncc.edu
Fax: (301) 791-9165



INTERNSHIP LEARNING CONTRACT

This agreement provides for mutual understanding between the Student, the Faculty Supervisor, HCC and the Internship Site in matters concerning students participating in an internship.

Student:

- Enroll in appropriate course, for at least one semester upon securing internship site.
- Maintain a minimum GPA of a 2.0 while participating in the internship.
- Meet internship site qualification requirements.
- Complete all required paperwork for internship site and HCC.
- Schedule internship hours to meet internship site needs.
- Working with faculty supervisor and internship site, identify and write specific work performance and learning outcomes relating the internship to academic studies, for each semester enrolled in the internship course.
- Keep a weekly log of work activities and submit it to the faculty supervisor as required.
- Complete stated learning outcomes, assignments and number of required internship hours.
- Participate in activities designed to provide an overview of all applicable aspects of the industry.
- Approach responsibilities with dedication, enthusiasm and maturity.
- Comply with internship site policies and procedures.
- Complete an internship evaluation
- I understand that this internship is a temporary opportunity and does not imply future employment at this site.

Site Supervisor:

- Maintain communication with HCC faculty supervisor and internship coordinator throughout the internship experience.
- Assign students to supervisors who have the time and ability to assist in training and supervision.
- Provide the student with an orientation to the internship setting and upon initiation of each new project/experience, as appropriate.
- Provide the student with meaningful assignments, which, within the confines of internship site needs and timetables, will enhance and complement the student's academic program at HCC.
- Assist the student in the development of specific learning outcomes, which coincide with the student's career goals and academic programs.
- Evaluate the student's internship performance, at least once, during the internship. Discuss the evaluation with the student and complete the internship forms.
- Notify the College of any personnel actions taken which may affect the student's standing in the internship.

Faculty Supervisor:

- Recommend qualified students for internship placement.
- Work with student and employer to develop specific work performance and learning outcomes relating the internship to academic studies.
- Initiate and maintain contact with student, internship site, and internship coordinator.
- Meet with student intern after the first 20 hours of the internship have been completed, halfway, and near the close of the experience, and other times as requested or needed.
- Monitor student progress in the internship, to include at least one site visit per semester.
- Address concerns of student and internship site.
- Review final internship evaluation, student's weekly journals, and assess final project.
- Determine and assign final grade.

Internship Coordinator

- Verify student eligibility qualifications for an internship placement.
- Prepare students for the internship experience through orientation and/or individual counseling.
- Refer qualified students to approved internship sites.
- Facilitate work-site agreements, and maintain student and internship site files.
- Serve as liaison between student, internship site, and faculty supervisor to facilitate successful internship experiences

OFFICE USE ONLY	
COURSE	_____
SECTION	_____
TERM	_____
CREDIT HOURS	_____
CAP	_____
DIVISION CHAIR APPROVAL	_____

On this day _____ of _____, 20_____ the parties named below approve the terms of this agreement and will collectively support the conditions herein.

Student _____ Signature _____

Faculty Supervisor _____ Signature _____

Internship Coordinator _____ Signature _____

Site Supervisor _____ Signature _____

Site Name and Address _____

City _____ State _____ Zip _____

Phone number _____ E-mail address _____

Student Release of Information:

I _____, give permission for the parties named above to share information regarding this internship experience.



A GUIDE FOR USING “CURRENT EMPLOYER” FOR INTERNSHIP ACADEMIC CREDIT

It is the intent of this guideline to provide students with the option of receiving academic credit through an internship experience that is linked to their present part-time or full-time job. The student must secure pre-approval from the employer in writing stating the employer’s willingness to support, plan and sign a formal contract with student intern and College.

The basic premise supporting this guideline is the College’s intent to provide a quality internship experience which enhances the student’s academic knowledge, professional preparation and personal development while providing a reasonable degree of flexibility for students already employed in jobs closely related to their chosen field of study.

In order to qualify for internship credit involving a presently held position, one or more of the following criteria must be met:

1. The student must be acquiring significant new skills or knowledge related to the academic field of study,

and/or

2. The student must be developing a recently learned skill or applying recently learned knowledge related to the academic field of study,

and/or

3. The student must be receiving increased levels of responsibility and/or expanded duties within the company or organization and these responsibilities or duties must be related to the academic field of study,

Academic credit is not granted based solely on the student working in an academically related position. Moreover, academic credit for an internship is not granted for prior work.

SPECIFIC LEARNING OUTCOMES

Specific Learning Outcomes are a set of statements that clearly and precisely describe what the student intends to accomplish during the internship.

Why have learning outcomes in the internship program?

Internships are a part of HCC's academic curriculum, linked to specific program majors. Academic credit is earned, not for working, but for application of learning. New learning takes place as a result of working. Learning outcomes establish performance targets and assist you in evaluating achievement.

How do I develop and write learning outcomes?

Start by carefully reviewing the internship with the site supervisor, identifying areas in which the student can:

- Gain new skills
- Increase knowledge
- Improve attitude or behaviors

It is important that the student:

- Make the outcomes as specific as possible and avoid broad general statements.
- Confine the outcomes to those, which can be accomplished during a single semester.

Each learning outcome should contain three kinds of information:

- A statement of what the student can expect to achieve through the internship experience.
- An indication of the level of achievement, which the student can expect to obtain. A clear statement of expected level of achievement reduces the effect of personal opinion and provides the basis for an outcome evaluation.
- Identification of the method of evaluation to be used, for example, "as judged by my supervisor."

Note: A description of job duties does not constitute a learning outcome. Each learning outcome must indicate some definite change that will occur during this semester as a result of the student's work.

SAMPLE LEARNING OUTCOMES WORKSHEET

Below are some examples of job-related outcomes. In the first column, you will see an “Internship Job Function”. In the second column, the Internship Job Function is converted to a Learning Outcome that meets the three requirement described above.

Internship Job Function/Project	Learning Outcomes/Activities	Resources/Training
Process accounts payable transactions using a voucher system, creating approval for cash disbursement.	By the end of the semester I will process 40 accounts payable transactions on a daily basis. This will be evaluated by my supervisor daily and during the last week of my internship experience by reviewing the completed vouchers.	Accounts receivable desk
Pass various instruments to another.	By the end of the semester, I will use a safe and decisive manner in “slapping” the following five instruments in the palm of another student or HCC supervisor: scalpel, clamp, scissors, tissue forceps, and retractor. This will be evaluated by my supervisor.	Training Manual
Construct and operate databases.	By the end of the semester, I will have created a database that will allow users to access materials from the Battlefield’s Visitor Center. The database will be evaluated by my Internship Site Supervisor.	Seminar Training Manual/ Textbook

FINAL SPECIFIC LEARNING OUTCOMES

Semester/Year: _____

Outcome 1:
Outcome 2:
Outcome 3:
Outcome 4:

The learning outcomes contract must be formulated and signed no later than the **second** week following the start of your internship.

Signatures:

I agree to accept responsibility for achieving the learning outcomes:

Student Signature

Date

I agree that the learning outcomes are suitable to the student's internship experience:

Site Supervisor Signature

Date

I agree that the learning outcomes are suitable to the student's internship experience:

Faculty Supervisor Signature

Date

INTERNSHIP JOURNAL

Each intern is required to maintain a log or a journal of their daily activities. The next page will provide an idea as to the format. The student can email the journal to the Faculty Supervisor or turn it in at their office. If the journal is sent electronically, send the journal as an attachment-not part of the email. The student is required to turn in the journal every two (2) weeks. The student documents their work activities and completes the comments, reactions, and notes section.

At the end of the internship, the journal will become property of Hagerstown Community College and will be kept on file. The students are encouraged to keep a copy of the journal.

The student informs the faculty supervisor when they have completed half of the internship hours so the site supervisor can complete the mid-term evaluation. It is the student's responsibility to have the site supervisor complete the evaluation, review it with him/her and return it to the faculty supervisor. When the student has completed the internship hours, the student notifies the faculty supervisor.

NOTE: The number of required hours for the internship is based on the number of credits for which the student is registered.

Number of credits	Required number of hours
1	60
2	120
3	180

JOURNAL OF WORK ACTIVITIES

Student Name

Semester

Internship Site

Title

DATE:

Tasks

New

Routine

Hours per Week

Total Internship Hours

Comments, Reflections, and Notes:

INCIDENT REPORTING

1.1 Purpose

It is a legal requirement under Occupational Injuries and Illnesses (U.S. Department of Labor, Bureau of Labor Statistics) and an insurance requirement to report all workplace injuries and serious near misses.

1.2 Application

This sets out a procedure for reporting all incidents and potential hazards. The prime responsibility for recognizing and removing or safeguarding hazards rests and remains with each Department and Faculty.

1.3 Legislation

Occupational Safety and Health (OSH) Act of 1970, see regulation 29 CFR Part 1904.

1.4 Responsibilities

1.4.1 Finance Office

- Report serious incidents to appropriate authority i.e. workers compensation, special health risk insurance agent, or general liability insurance agent as required.
- Review all incident report forms and assess corrective action as required.
- Monitor incident trends.

1.4.2 Head of Department or nominee

- Ensure that staff are aware the incident reporting procedure.
- Ensure that action is taken to eliminate or minimize risk. Sometimes it is obvious what action needs to be taken. Other incidents are more complex because of contributing circumstances and an incident investigation may need to be undertaken to identify appropriate action to prevent the event from reoccurring. For further information refer to procedure contact Carolyn Hoover at (240) 500-2330.
- Ensure all incidents are reported according to regulatory and university requirements.
- If the serious incident occurs after hours please contact security on campus. Also notify the Finance Office for insurance reporting purposes.

1.4.3 Supervisors / Managers

- Ensure that any injured person receives first aid in the event of an injury. Initiate clean up action as required following an incident.
- Ensure that the incident report form is completed and sent to the Finance Office within 48 hours of the incident occurring
- If incident includes contact with human fluids such as a needle stick injury, please contact Carolyn Hoover at (301) 790-2800 ext. 330.

1.4.4 All Employees

- Report all incidents and hazards immediately to the supervisor of the work area.
- All incidents must be reported within 48 hours.
- If medical treatment and/or time off work are required a claim for workers' compensation should be filed.

1.4.5 Students and Visitors

- Report all incidents and hazards immediately to the supervisor of the work area. Some students are employed on a part-time basis and thus become an employee. Great care must be exercised to determine in case of an accident if the person was a student or an employee at the time. The basic test is – was the person performing an activity on a paid basis or performing an activity in pursuit of study.

1.5 Procedure and Guidelines

Definitions

Incident

An unplanned event which may cause injury to people and/or damage to property and equipment, or has the potential to cause injury, disease or damage. The term's accident and incident are interchangeable and include 'near miss' situations.

Hazard

Any obstruction, matter or event that has the potential to cause injury or an accident.

Serious Incident

Any incident that causes injury or loss to a staff member, student or member of the public or a college asset or results in an impact on the environment. Examples are a broken arm, building fire, spill of _____ (quantity) of chemicals to a drain.

Serious Near Miss

A situation arose that could have resulted in a Serious Incident but did no damage or impact on/to staff, students, the public, college assets or the environment. Examples are nearly hit by a car on campus, nearly hit by falling tree branch.

1.6 Incident Types

Insignificant:

Little or no potential loss

Minor injuries or minimal contamination

Team should include immediate supervisor and person involved

Minor:

Minor loss or potential for minor loss

Multiple minor injuries or contained contamination

Team should include immediate supervisor and person(s) involved

Moderate:

Potential loss of one to five days due to injury or illness

Potential for other reasonable costs to be incurred

Injuries requiring medical treatment or assisted contamination control

Team should include _____

Major:

Potential loss of more than five days due to injury or illness

Potential for other significant costs to be incurred

Extensive injuries or major contamination

Team should include _____

Catastrophic:

Potential loss due to death or permanent disability

Potential for large financial loss

Death and multiple injuries or major contamination with toxic effects

Team should include _____

INCIDENT REPORT

The completed form must be returned to the Finance Office (ASA Bldg, Room 300) within 48 hours of the incident occurring.

Please print clearly, complete all sections and submit originals only.

Privacy: This information will be stored securely and only used or released in accordance with the College's Privacy Policy.

Report filled out by _____ [name]

Details of Involved /Injured Person

Name: _____

Occupation: _____ Male Female

Date of Birth: _____

Contact Phone: _____ Email: _____

Employee Student Other Employee/Student No.: _____

Faculty/Division: _____ Department: _____

Details of Incident

This incident was:

Personal Injury Property Damage Environmental Damage Near Miss

Exact Location of Incident:

HCC Campus _____ Other: _____

Building / Area: _____

Date: _____ Time: _____ am/pm

Incident Reported to: _____ Date Reported: _____

Describe the task/processes being undertaken at the time of the incident and explain what happened and how the incident occurred. Note any chemicals/equipment involved. (Attach sketch/additional information if req.)

Describe the **Personal Injuries** and/or details of any damage to **Property / Environment**.

Was there a witness? No Yes

Name: _____ Phone: _____

Treatment Provided: None First Aid Doctor Hospital Other (specify)

Have you taken time off work as a result of this incident? Yes No

Signature of Person Involved:

Name _____ Signature _____ Date: _____

(If Person involved is unavailable, Witness signature required)

Notification

Incident was notified to: Finance Security Police Other

If the incident is **SERIOUS** or a **SERIOUS NEAR MISS** contact the Finance Office on ext. 330.

If the incident was caused by a criminal act, have the Police been notified?

Yes No

Please print clearly, complete all sections and submit originals only.

Privacy: This information will be stored securely and only used or released in accordance with the College's Privacy Policy.

Report filled out by _____ [name]

Details of Involved /Injured Person

Name: _____

Occupation: _____ Male Female

Date of Birth: _____

Contact Phone: _____ Email: _____

Employee Student Other Employee/Student No.: _____

Faculty/Division: _____ Department: _____

Details of Incident

This incident was:

Personal Injury Property Damage Environmental Damage Near Miss

Exact Location of Incident:

HCC Campus _____ Other: _____

Building / Area: _____

Date: _____ Time: _____ am/pm

Incident Reported to: _____ Date Reported: _____



GUIDELINES FOR EARLY TERMINATION OF INTERNSHIP

Requests by Student Interns:

1. The faculty supervisor must be informed immediately if an issue develops that potentially affects a student intern's continued placement.
2. A conference between the faculty supervisor, student intern and site supervisor will be held in an attempt to resolve problem/issue.
3. If the issue is not resolved, student intern must submit a written request to the faculty supervisor describing the reason for the request and the steps taken to resolve the issue.
4. The faculty supervisor will forward a request to the program director and appropriate department chair with a recommendation.
5. After review and in consultation with the program director and, if necessary, the faculty supervisor, the department chair approves or disapproves the request. The program director will communicate the decision to the faculty supervisor, student intern and internship site and; a) develop new placement for the student intern if request is approved; or b) follow through on problem resolution with the faculty supervisor, student intern and site supervisor if request is denied.

Requests by Internship Site:

1. The faculty supervisor must be notified immediately by the site supervisor if an issue develops that jeopardizes the student intern's continued placement.
2. A conference between the faculty supervisor, student intern and site supervisor will be held in an attempt to resolve problem/issue. If placement is jeopardized because of student intern behavior, the faculty supervisor will facilitate the process of developing specific behavioral expectations the student intern must meet if the placement is to be continued. A 2–3 week period of time will be specified during which the student intern must meet the expectations.
3. A second conference between the faculty supervisor, student intern and site supervisor will be held. The plans in the previous conference will be evaluated. If the student intern has not met the expectations a new plan may be formulated or the placement may be terminated.



PROCEDURES FOR RESOLVING FIELD PROBLEMS

1. The student intern and site supervisor attempt to resolve the problem together. If this is not successful, they inform each other of their intention to seek additional help.
2. The student intern and site supervisor should contact the faculty supervisor to discuss the problem.
3. Summary documentation should be maintained at each level of involvement in the problem-solving process.
4. If a student intern's grade is the source of the problem, the student intern must follow Hagerstown Community College's "Grade and Other Appeals/Grievance Process."

In this process, it is most important that open communication be maintained. The site supervisor and student intern share responsibility for identifying and dealing with problems as soon as they become evident.

GUIDELINES FOR STUDENT DISMISSAL FROM INTERNSHIP

A student may be removed from an internship by either their faculty supervisor or their site supervisor for any of the following reasons:

- 1) Unsatisfactory performance
- 2) Poor attendance
- 3) Failure to honor the learning contract
- 4) Unethical, inappropriate or threatening behavior
- 5) Disruptive or insubordinate behavior
- 6) Violation of confidentiality
- 7) Violation of the College's Drug/Alcohol policy

Documentation is maintained by the site supervisor and the faculty supervisor. Depending on the seriousness of the problem, every effort is to be made to involve the student in a corrective action plan. Should such efforts fail or the student's behavior require immediate intervention, the faculty supervisor will confer with the site supervisor to discuss termination. If the student wishes to appeal the decision, he/she must follow the college grievance process which is found in the Hagerstown Community College Student Handbook.



SEXUAL MISCONDUCT POLICIES

Hagerstown Community College is committed to having a positive learning and working environment for its students and employees and will not tolerate sexual harassment or sexual violence.

HCC defines sexual harassment as unwelcome sexual advances, request for sexual favors, and other verbal or physical conduct of a sexual nature when one or more of the following circumstances is present:

1. Submission to such conduct is made either explicitly or implicitly as a condition of attendance or participation in college activities or functions.
2. Submission to or rejection of such conduct is used as a basis for decisions affecting a student's collegiate pursuits.
3. Such conduct has the purpose or effect of unreasonably interfering with a student's performance or creating an intimidating, hostile, or offensive environment.

HCC complies with section 485(F) of the Higher Education Act of 1965 as amended by section 486 (C)(2) of the Higher Education Amendments of 1992, subtitle 7, Sexual Assault Policy. Sexual assault is being coerced to engage in a sexual act by force, threat of force, against your will and without consent. The following is issued in compliance with the provisions of that legislation. This policy applies to students and employees.

Alleged victims of sexual assault are encouraged to report such criminal activity to the Campus Police or the Director of Safety and Security. If campus officials are not available, the student should notify proper authorities by dialing 911 or call the Washington County Sheriff's Department or the Maryland State Police. Campus Security personnel will make arrangements for transportation to Meritus Hospital, which is equipped to collect evidence for victims of sexual assault.

HCC provides counseling to student through the College counseling service and may make referrals to community counseling and mental health agencies if requested. * Information can be obtained for the Counseling staff. Modification to class schedules for victims of sexual assault will be made upon request.



All forms of sexual harassment cause the victims to feel uncomfortable or threatened by the behavior and may cause the victims to fear retaliation such as loss of job or poor grades. Retaliation against anyone reporting or thought to have reported sexual harassment behaviors is prohibited. Such retaliation shall be considered a violation of this policy and shall be independent if charges of sexual harassment are substantiated.

Student offenders will be disciplined according to the Code of Student Conduct in instances where College discipline is initiated. Since sexual harassment and assault are criminal offenses, offenders are subject to arrest and prosecution under Maryland State law.

*The College no longer has a counseling office but refers students for counseling, 11/2008