

INDIANA STATE
CAREER CENTER

Indiana State University
Internship Manual

Introduction

Internships are tremendously valuable learning experiences for students and instrumental in the transition from college to employment. Effective, structured internships provide opportunities for students to put into practice what they have learned in and out of the classroom and gain experience that is valuable to employers.

Although structure for internships varies across academic programs, high impact internship shares some common characteristics: reflection, on site and faculty supervision, and meaningful work responsibilities. This handbook defines the required, fundamental structure of internship practices, offers clarity of roles and responsibilities, and provides a tangible tool as a resource for defining such standards. Note that the handbook defines only minimum policies and guidelines, and should be enhanced by academic program handbooks and guidelines for discipline specific components of practice.

Glossary of Terms for Experiential Learning, Internships, and Related Experiences

The ISU internship handbook refers to several roles and terms throughout the document. Brief definitions are provided for clarification. These are broad and general definitions intended to be widely applicable. Specific fields may have specialized definitions.

Clinical Experience: Supervised course work within which the student can engage in clinical activities like those performed by a departmentally approved professional. Departmental policies and accreditation criteria often define the experience. Site supervisors are often held to specific credentials as a component of such.

Community Engagement: Collaborative partnerships between education, business, social services, and government that contribute to the academic mission of the university and directly benefit the community. Community engagement at Indiana State University includes activities in the teaching, research, and service endeavors of faculty, students, and staff.

Cooperative education programs, or Co-ops: Co-ops provide students with multiple periods of work in which the work is related to the student's major or career goal. The typical program plan is for students to alternate terms of full-time classroom study with terms of full time, discipline -related employment. Since the program participation involves multiple work terms, the typical participant will work three or four work terms, thus gaining a year or more of career related work experience before graduation. Virtually all Co-op positions are paid, and the clear majority involves some form of academic credit. (National Association of Colleges and Employers, 2019)

Experiential Learning: Experiential learning at its core is operationalized by engaging students in learning through sequential exposure to challenging, compelling, and enriching activities conducted in appropriate settings. It integrates development of knowledge skills and dispositions and fosters application of methods of critical inquiry. It engages students in personal reflection to organize, interpret, and bring meaning and coherence to their learning experience.

Faculty Supervisor: The Faculty Supervisor is at university employee that is supervising the internship on behalf of the University. Most often the faculty supervisor is the instructor of record for a credit internship course, or the students' academic advisor in the students declared academic major or minor.

Field Work: Activities performed outside the classroom, library, studio, or laboratory for university credit and supervised by an instructor.

For-Credit Internship: Internship credit is granted only one in Indiana State University Faculty Member is directly involved in determining both the internship course content and in evaluating the student's work. Credit bearing internships are part of the program curricula and are reviewed as part of the assessment and program review or accreditation processes to ensure quality. Students are responsible for properly registering for such courses.

Host-Site Agreement: The Internship Agreement establishes a relationship between Indian State University and an external host organization that allows the host organization to provide internship experiences to ISU students. The agreement establishes duties and responsibilities of the University and Host Organization. An internship agreement is good for a period of three years and covers all ISU internships from all academic programs during that period.

Internships: Internships are typically one-time work or service experiences related to the student's major or career goal. The internship plan involves students working in professional settings under the supervision and monitoring of practicing professionals period internships can be paid or unpaid, and the student may or may not receive academic credit for performing the internship. (National Association of Colleges and Employers, 2019)

Internship Host Organization: The organization, business, or entity that offers an organized, hands- on experience for a student intern. The Host Organization will define the Site Supervisor provide, or assist with the creation of a position description determined pay for the experience, and define the duration of the experience.

Non-credit internship: An internship elected by the student, for which the student does not receive academic credit. Non-credit internships may be sponsored by the academic department, the career center, or any other university supported area and must be supervised by at least one practicing professional.

Placement Agreement: The Placement Agreement establishes the expectations and requirements for an individual internship experience. Placement Agreement parties include the student, Host Organization supervisor and faculty supervisor. Placement agreements are individualized to the student and must be completed independent of the Host Site Agreement.

Practicum: An academic course combining classroom and field activities under an instructor's supervision.

Service Learning: Service learning incorporates community-based service experiences into the curriculum. Service-learning experiences positively impact student learning and provide a positive benefit to the community.

Site Supervisor: The Host Organization staff member designated to provide direct supervision to the intern at the Internship Host Organization. The site supervisor monitors the student's activities in the experience, facilitates learning and skill development, and evaluates the student's performance.

Supervision: A tutorial and mentoring form of instruction in which a supervisor monitors the student's activities in a practicum, field work, or internship and facilitates the learning and skill development

experiences associated with a practicum, field work, or internship. The supervisor monitors and evaluates the clinical work of the student while monitoring the quality of services offered. (From the Council for Accreditation of Counseling and Related Educational Programs [CACREP] Standards).

Internships, Co-Ops, and Related Experiences: Policies, Guidelines, and Responsibilities

This handbook provides minimum requirements for ISU-supported internships. The requirements apply to experiences in which the primary element is student engagement in an applied experience related to the student's course of study in a work setting. Departmental guidelines and protocol are likely to be more extensive. It is important that department guidelines and the ISU Internship Handbook do not conflict. Some experiences, such as student teaching, practicums, and some clinical experiences, have requirements set by the academic departments and/or accrediting entities, and are not required to comply with the ISU Internship Handbook. Deans and Department Chairs will determine additional standards and departmental compliance thereto.

Policies

1. An internship is purposeful, has specific learning outcomes, requires reflection, presents a continual challenge to the student, and incorporates active learning, with the student as an active participant in all stages of the experience from planning to evaluation.
2. Credit is granted only when an Indiana State University Faculty Member is directly involved in determining both the course content and in evaluating the student's work. Credit-bearing internships are part of program curricula and are reviewed as part of the assessment and program review or accreditation processes to assure quality. Students are responsible to properly register for internship courses.
3. Registration of credit and non-credit internships through the ISU Career Center is required. A Placement Agreement is required for every student completing a for-credit or non-credit internship. Academic departments are responsible for ensuring completion of Placement Agreements by all students receiving internship course credit from the department.
4. Every Host Organization must have an approved Host Site Agreement. The Host Site Agreement is signed by the ISU Vice President for University Engagement and a signatory with the Host Organization. Academic departments are responsible for ensuring that interns are only placed in organizations with an approved Host Site Agreement.
5. At least one student and one Site Supervisor evaluation must be completed and returned to the designated Faculty Supervisor. Academic departments, scholarship programs, etc. will implement evaluative tools to meet their needs, thus, multiple evaluations per internship can occur. Students are responsible for awareness of these requirements and for the completion of such.
6. Problems that arise during an internship are discussed between the student, Site Supervisor, and Faculty Supervisor for resolution. However, in some cases, difficult or unusual situations require a mediator, or uninvolved party, to reach a resolution. Departmental protocol outlines the process for resolution of disputes. However, in the absence of definition, the Department Chair, or designee, will serve in this role.

7. The student must participate in the internship experience during the semester of registration, as expected with course/classroom experiences. Hours may extend outside of the defined dates of semester enrollment, with Faculty Supervisor approval, but must primarily fit in the semester of enrollment.

Guidelines

1. Placement agreements are completed through Handshake, an on-line career services platform accessed through the ISU portal. The Placement Agreement must include Host Organization contact and supervisory information, Faculty Supervisor contact and supervisory information, a job/position description, start and finish dates and total service hours required. The Placement Agreement is submitted by the student and approved by the Faculty and Site Supervisors.
2. A list of Host Organization agreements is available at: <https://www.indstate.edu/career-center/employers/employers-host-site-agreement>. New Host Site Agreements can be requested at <https://www.indstate.edu/career-center/students-and-alumni/formalizing-your-internship-field-experience>. Internship postings are available for student independent searches. Students are encouraged to access Handshake at <https://www.indstate.edu/career-center/handshake> as well as Work Learn Indiana at <https://www.workandlearnindiana.com/>
3. If an internship changes after initiation, a new Placement Agreement must be created in Handshake and approved by all parties.
4. If an internship fails before completion, the placement agreement is marked to indicate the cessation date. The student provides a brief statement of explanation, and copies are forwarded to all actively involved parties (Faculty Supervisor and Site Supervisor). If the internship is credit-bearing, then the normal procedures for dropping or withdrawing from a class must be followed. If a new internship is to be established for the duration of the semester, then a new placement agreement must be initiated with accurate dates and data via Handshake and a new host site agreement must be initiated if the site does not have one on file.

Responsibilities

Career Center

1. The Career Center facilitates the completion of Internship Agreements with host organizations and maintains a repository of completed Internship Agreements.
2. The Career Center Issues and routes individual Placement Agreements for all University interns. A repository of completed Placement Agreements is maintained by the Career Center.
3. The Career Center assists students with internship searches, including finding open positions, applying for internships, and preparing for interviews.
4. The Career Center assists Host Organizations finding interns through on-line position postings, career fairs and networking events, on-campus interviews, and classroom presentations.

Student

1. To be eligible, a student must meet academically defined program requirements for the internship and be in good academic standing, and good conduct standing. To earn academic credit, the student must properly register for an internship class and complete an appropriate internship agreement that includes a position description.
2. The student must complete the necessary registration prior to initiation of the internship experience, and complete the necessary written requirements throughout the internship as indicated. The ISU Internship Handbook checklist can be utilized as an organizational tool for completing the timely requirements.
3. The student agrees to abide by the rules and regulations of the Internship Host, as well as the Indiana State University Code of Student Conduct.
4. The student is responsible for behaving professionally and ethically and holding in professional confidence any information gained about individuals served via the Internship Host.
5. The student is responsible for disclosing to the Internship Host any information that may bear upon his/her capacity to perform in the designated role, as defined in the Position Description.
6. Permissible work absences from the internship site include illness or other serious circumstances. (Keeping pace with coursework or co-curricular activities are not legitimate excuses). The intern is responsible for notifying the Site Supervisor in case of absence.
7. Due to the nature of an internship arrangement, the student may not withdraw from a placement except in severe and justified circumstances, as determined by the Faculty Supervisor, in consultation with the Site Supervisor.
8. If an intern feels victimized by a work-related incident (e.g., job misrepresentation, unethical activities, sexual harassment, discrimination, etc.) intern should report the incident(s) to an appropriate Internship Host Administrator, as well as to the Faculty Supervisor. Faculty are mandated reporters under Title IX and are required to report incidents of discrimination, bias, or sexual misconduct to the Office of Equal Opportunity and Title IX. The Internship Site Supervisor should follow the internship site's reporting guidelines.
9. The intern is not an employee or agent of the University, and worker's compensation benefits are not provided to the intern in his/her capacity. The University provides guidance and facilitates internship activities only as a component of the educational experience and accepts no responsibility for loss, damages, or injury to persons or property caused by the intern or others while participating in the internship. The University is not responsible for matters beyond its control.
10. The intern is responsible for provision of personal health and accident insurance, or the cost of any expense related to lack thereof. Neither the Trustees of Indiana State University nor the Faculty Supervisor is responsible for any medical or legal expenses that may result from injury or illness sustained while participating in the internship.
11. The intern is responsible for individual transportation to and from the Internship Host, unless provision is stated otherwise in the internship agreement.
12. To protect an intern's health and safety and/or to guard the integrity of the internship program, the Faculty Supervisor may take action considered to be warranted, under specific circumstances, including termination of the internship experience.

Academic Program

1. Academic programs determine minimum qualifications for Internship Hosts, and expectations from the Site Supervisors. Specifically, the academic program should consider:
 - a. Licensure, accreditation, certification, or other professional standards that define the minimum expectations of the Internship Host and/or the Site Supervisor.
 - b. Requirements regarding the Site Supervisor's educational background.
 - c. The nature of supervision that the intern must receive (i.e., Must the supervisor be on site? How often must the intern meet with the supervisor?)
 - d. Compatibility between curricular goals and the mission and philosophy of the Internship Host.
 - e. Availability and quality of intern training programs.
 - f. Compatibility between the intern's responsibilities and the competencies that the department requires for interns.
2. Academic departments maintain primary curricular authority and responsibility for the internship experience's structure. Specifically, the academic program should consider:
 - a. Prerequisites and eligibility requirements for student participation.
 - b. Whether a student is in good academic standing by the department's definition; or by the University's standard of a cumulative GPA of 2.0 or higher.
 - c. Advisement that academic departments establish a protocol for verification of "good conduct standing" and use such in determining eligibility as an intern.
 - d. Appropriate policies and requirements for assignment of academic credit, including amount of academic credit awarded.
 - e. Grading policies for internships.
 - f. Written and project requirements (i.e., written reports, portfolios, presentations).
 - g. Designation of the Faculty Supervisor.
 - h. Evaluation tools.
3. The academic program, in consultation with the Internship Host and intern, is responsible for approval of all credit-bearing Internship placements.
4. The Faculty Supervisor initiates and establishes a plan of periodic contact with the intern and the Site Supervisor. The Faculty Supervisor is responsible for disclosing in writing the expectations of each party, likely to be stated in the placement agreement, regarding communication, reporting, evaluations, and methodology for providing feedback to the student.

Host Organization

1. The Host Organization develops, with the intern and Faculty Supervisor, a Position Description outlining the major tasks and responsibilities of the internship. Additionally, the position description should clarify the skills needed to fulfill the responsibilities.
2. The Host Organization selects the Site Supervisor, which must meet the requirements noted by the academic program. The Site Supervisor designates time to supervise the intern; and is committed to and capable of working with the academic program and intern to develop an internship experience that meets the student's learning goals.
3. The Host Organization screens and assures that interns meet qualifications. The Host Organization notifies the University of selection requirements including, but not limited to, criminal history investigations, drug testing and health screenings.

4. The Host Organization provides orientation to the intern. Orientation must include discussion of organization rules, regulations, and expectations; an overview of the mission, goals, and policies of the Internship Host; introduction to employees; and training in the use of equipment.
5. The Host Organization provides appropriate space for the intern to perform his/her duties.
6. The Host Organization provides opportunities for interns to meet with company executives, professional organizations, community leadership, etc. to the extent that such can be arranged. Networking serves as a valuable exposure to the students and should be utilized to the greatest extent possible.
7. The Site Supervisor at the Host Organization is responsible for:
 - a. Assigning and supervising the completion of tasks consistent with the intern's role on site. Scheduling regular meetings with the intern to provide a forum for discussion and reflection on expectations, projects, responsibilities, and progress.
 - b. Completing performance evaluation form(s) as requested by the University and returning the form(s) as directed.

Internship FAQ (Frequently Asked Questions)

What are the University's and host organization's obligations for screening interns?

The University is responsible for verifying that a student is academically eligible to register for an internship. In most departments, this means that the student is in good academic standing and has met the program's prerequisites for enrolling in the internship. The host organization is responsible for intern selection and screening.

Whose responsibility is conducting criminal history checks for interns?

Internship sites that require criminal history checks are responsible for completing these checks for prospective interns. The University does not complete criminal history checks for all students prior to enrolling in an internship. The University also does not complete criminal history checks on behalf of intern host organizations.

Who pays the fees for health screenings, criminal history checks, and other screening requirements for interns?

The University does not pay OR collect and distribute fees associated with criminal history checks, health-related screenings, immunizations, or other pre-service requirements of the host organization. Those costs normally are assumed by the student or the host organization.

Can a student's internship extend beyond the scheduled academic term?

Per University policy, the student must participate in the internship experience during the term of registration, as expected with course/classroom experiences. Internship hours may extend outside of the defined dates of term enrollment, with University Sponsor approval and signed Internship Agreement and Student Placement forms, but must primarily fit in the semester of enrollment. For example, a student could start a summer internship one week before the summer term starts. The intern's relationship and status with the University does not change during the period of the internship that extends outside of the dates of term enrollment. All aid disbursement will correspond to the term's start date, as will drop and add dates.

When is it appropriate to assign an incomplete for an internship?

Grades for internships are assigned by the end of final grading for the term. In some cases, students may have completed the academic requirements of the internship at the end of the term, but still have work obligations. The University Sponsor can assign grades for students in this situation but must make it clear to the student possible consequences that may arise if they do not complete their work obligations. Occasionally it may be necessary to assign an incomplete for an internship. The assignment of incompletes for internships must not be normal practice for any academic program. Faculty and students must be aware that an incomplete in a student's final semester WILL postpone a student's graduation until the following semester. Generally, an incomplete must be removed from a student's record no later than 10 days after the term ends.

Can students receive academic credit for a paid internship?

There is no University policy or guideline that prohibits interns from receiving compensation AND academic credit. The awarding of academic credit is determined by whether or not the experience meets those academic criteria established by the department.

Are host organizations required to pay interns?

The Fair Labor Standards Act has defined employment very broadly. As a result, most interns in the for-profit private sector are considered employees. The U.S. Department of Labor has provided the following criteria for determining when individuals participating in for-profit, private sector internships may do so without compensation:

- The internship, even though it includes actual operations of the facilities of the employer, is similar to training which would be given in an educational environment.
- The internship experience is for the benefit of the intern.
- The intern does not displace regular employees, but works under close supervision of existing staff.
- The employer that provides the training derives no immediate advantage from the activities of the intern; and on occasion its operations may be impeded.
- The intern is not necessarily entitled to a job at the conclusion of the internship.
- The employer and the intern understand that the intern is not entitled to wages for the time spent in the internship.

Unpaid internships in the public sector and with nonprofit and charitable organizations are permissible.

What type of insurance coverage does the University provide for internships?

Personal Health/Accident: The intern is responsible for provision of personal health and accident insurance, or the cost of any expense related to lack thereof.

General Liability: Interns are covered by the University's general liability policy. The Office of Risk Management can issue a certificate of insurance if required by the host organization.

Non-Clinical Internships: Internships that are not considered clinical in nature and do not require professional liability coverage have only general liability protecting ISU from any potential claim/suit.

Professional Liability for Clinical Experiences and Internships: The University provides coverage for clinical activities for students completing clinical rotations and internships in health-related professions (see footnote 1). If student insurance is available through a professional organization, the student also should purchase this additional layer of coverage. Not all states accept our limits of coverage. Jolyn Osborne, Office of Risk Management, can provide guidance regarding professional liability coverage for out-of-state clinical experiences.

1 The programs that currently are covered are Nursing, Social Work, Athletic Training, Occupational Therapy, Physical Therapy, Physician Assistant, Psychology, School Psychology, Counseling and Clinical Mental Health, Clinical Laboratory Science, Communication Disorders, Biology Med Lab Science, Recreational Therapy/ Therapeutic Recreation.