



ST. JOHNS RIVER
STATE COLLEGE

Bachelor and Associate Student Internship Handbook

Table of Contents

Terms and Definitions	3
Capstone Format	3
Purpose of an Internship.....	3
Internship Eligibility and Requirements.....	4
Benefits of Completing an Internship	4
The Role and Responsibilities of the Intern	5
Placement Interview at Internship Site.....	5
Internship Contact Hours	5
Interns on the Job.....	6
Legal Safeguards and Confidentiality	6
The Health Insurance Portability and Accountability Act.....	6
Accommodations	6
Safety.....	6
Harassment.....	7
Internship Final Presentation Guidelines	8

Bachelor and Associate Student Internship Handbook 2023-2024 Academic Year

This handbook is the primary resource for interns. Students are responsible for following the processes as outlined in this handbook and for complying with all guidelines.

Terms and Definitions

- **Capstone Course:** The Capstone course is taken in the last semester of a student's program. Students have an option of completing a research project or an internship.
- **Experiential Learning:** Job shadowing, micro-internships, volunteering, part-time or full-time jobs in the student's area of study.
- **Internship, For Credit:** On-the-job work experience for college credit.
- **Internship, Not for Credit:** On-the-job work experience not for college credit.
- **Internship Instructor:** SJR State faculty who is facilitating the Capstone course.
- **Internship Site:** The business where the intern will work.
- **Internship Site Supervisor:** The professional at the business to whom the intern reports.

Capstone Format

Students can fulfill the Capstone course requirements by completing a research project or internship. The research project will address real-world problems. The student will

- Interview a manager and identify a problem or opportunity
- Develop a general and specific problem
- Research the problem or opportunity
- Provide recommendations

The Capstone instructor will provide details for the research project.

Purpose of an Internship

An internship is a form of experiential learning that integrates classroom knowledge with career-related work experience to prepare students for the demands of the workplace. Students should pursue internships that provide learning goals, supervision, and evaluation where they can apply their classroom learning to "real-world" experiences, enhance their education, and add value to the employer. Internships should be related to the student's career goals and interns need to work with managers to understand their daily challenges.

An internship project is:

- Researching and planning a new project
- Creating a budget for a project
- Social media or website content creation
- Planning an event or meeting
- Accompanying employees to client, sales, or other outside meetings
- Generating a marketing plan or financial forecast

An internship is not:

- Answering phones as a receptionist
- Filing or busy work
- Serving in a restaurant instead of helping a manager
- A telemarketer

Internship Eligibility and Requirements

Students must be completing their last semester of their degree program to enroll in the Capstone course. The SJR State Program Director will verify the student's eligibility and approve their course registration. Other responsibilities and requirements include:

- Students must have a 2.0 GPA.
- Students are responsible for inquiring and finding an internship. The Office of Articulation and Success can provide company contacts who have previously hosted interns. [Click here to find additional internship opportunities.](#)
- Students are required to complete any special requirements (i.e., background checks) prior to the internship.
- The Internship Site Supervisor cannot be a relative or current supervisor.
- Students cannot intern at a family-owned or -operated company.
- Internships can be paid or unpaid.
- Internship hours will count from the first day of class to the last day of class.
- Internship hours will not count until the required documents are signed and submitted to the Internship Instructor.
- Students must have their Internship Site Supervisor complete evaluations and upload them to the Capstone course.
- Students must complete a time sheet every Friday and upload them to the Capstone course. Provide detailed descriptions of the work and skills completed.
- All interns must present an in-person presentation at the end of the semester.
- Students will receive three credits toward their degree.

Working as an intern involves discipline, responsibility, and commitment to get the most from the internship experience. It is important that internship goals are realistic, and the internship chosen is appropriate for the student. Interns need to work with a manager and perform management duties.

Benefits of Completing an Internship

Completing an internship is a valuable investment in a student's future. It provides benefits from skill development and networking to career clarification and job opportunities. Internships are an opportunity to learn, grow, and position oneself for success in a chosen field. Interns will

- Gain a career-oriented work record, which can increase the value of the student to potential employers after graduation.
- Explore and confirm career choices.
- Develop potential employment contacts for careers after graduation.

- Realistically test and apply knowledge gained in the classroom.
- Participate in a unique training which often provides experiences on the cutting edge of technology.

The Role and Responsibilities of the Intern

Interns represent themselves and SJR State. Their actions will leave a lasting impression on the employer and may affect whether an employer will continue to host interns. Interns need to:

- Commit to the internship during the employer’s standard business hours. Dependable attendance is important.
- Be professional and produce quality work. [Click here for additional information about professionalism.](#)
- Be punctual, reliable, and dependable.
- Communicate respectfully and courteously.
- Be willing to learn on the job, being accountable for one’s work and willing to correct mistakes.
- Wear attire suitable for the internship site and follow the company’s dress code policy. This attire may not be the same as what is allowed in the classroom.
- Keep their Internship Site Supervisor informed of their progress.
- Let their Internship Site Supervisor know if they are experiencing any difficulties.
- Take initiative.

Placement Interview at Internship Site

An in-person interview with the Internship Site Supervisor may be required. In the introductory meeting, the Internship Site Supervisor and intern should discuss expectations including goals, time commitment, and work hours. The Internship Site Supervisor and intern need to complete the Employer Internship Application, Partnership Agreement, and Confidentiality Agreement and upload the forms to the Capstone course.

All internship positions need to have a company job description. If there is not a job description, this would be a good project for the intern. Formswift.com has a template for a job description.

Internship Contact Hours

Course Number	Credits	Hours of Internship (minimum)*	Classroom (Contact) Hours	Research Project	Intern Project
MAN 4900 (Intern)	3	180	9	No	Yes
MAN 4900 (Traditional)	3	0	45	Yes	No
GEB 2930 (Intern)	3	120	0	No	Yes
GEB 2930 (Traditional)	3	0	45	Yes	No

*Bachelor intern hours average 12 hours per week for 15 weeks.
 Associate intern hours average 8 hours per week for 15 weeks.

Interns on the Job

The intern is considered an employee of the company. All company regulations, conditions of health and safety, and legal requirements will apply to them. Interns are expected to act in a professional manner. Unethical or undesirable conduct while interning may result in dismissal from the employer.

Legal Safeguards and Confidentiality. Depending on the setting, interns may be exposed to highly sensitive information. Interns must understand and adhere to the policies and legal liability guidelines related to business. Interns are responsible for knowing and complying with policies and guidelines that govern assignments at the internship site. If an intern witnesses questionable activities, they need to discuss this with their Internship Site Supervisor and Internship Instructor. An intern's knowledge of illegal or unethical conduct or actions can make them liable. Ignorance of the law does not presume innocence, nor is it a viable defense. Any evidence of legal misconduct will not be tolerated. Consequences include termination of the internship and an incomplete grade for the course. Depending on the severity of the issue, further legal actions may apply.

Interns must maintain confidentiality regarding the company, customers, clients, and associates, and disclose information only on a "need-to-know" basis for the purpose of completing internship assignments. Interns should not name individuals in any context outside internship communication, discuss clients or staff, and handle hard copies of any internship documentation appropriately (per internship site policy). Interns must sign a Confidentiality Agreement and upload the form to the Capstone course.

Internships are governed under the [U.S. Department of Labor](#), and the [State of Florida Department of Labor](#) guidelines apply. This assures the intern will be treated equitably and fairly under the law. Internships are "entry-level" positions. If the intern believes they are being taken advantage of unfairly, they need to discuss these concerns with their Internship Instructor.

The Health Insurance Portability and Accountability Act. If interns are working in a healthcare environment, they must understand The Health Insurance Portability and Accountability Act (HIPAA) Privacy Rule which assures that an individuals' health information is properly protected while allowing the flow of health information needed to provide and promote high quality health care and to protect the public's health and well-being. Strict compliance with all aspects of HIPAA is required of interns. [Click here for additional information about the HIPAA Privacy Rule.](#)

Accommodations. If an Intern needs disability accommodations, they need to notify the Internship Instructor. SJR State and the employer will collaborate to provide reasonable accommodations. SJR State may loan the student and employer necessary adaptive technology for the length of the internship.

Safety. The employer must maintain a safe work environment as required by law. Interns need to be familiar with and comply with site-specific safety standards and policies while working. Interns should work closely with their Internship Site Supervisor to ensure they are prepared to safely conduct any internship assignments that could pose a risk to their health, safety, or well-being. Interns should talk to the Internship Site Supervisor and their Internship Instructor if they have concerns. [Click here for information on safety and related workplace issues.](#)

Harassment. Unlawful harassment is a form of discrimination that violates Title VII of the Civil Rights Act of 1964 and should not be tolerated. Interns need to treat their coworkers, clients, and vendors politely and professionally. Unwelcome, uninvited behavior with sexual, racial, or ethnic overtones occurring in the workplace is unlawful harassment and it is illegal. Interns need to alert the Internship Site Supervisor and their Internship Instructor if they feel victimized by such behavior.

[Click here for additional information about discrimination against an employee.](#)

For additional information or clarification regarding internships, please contact Dr. Karen Balcanoff, Director of Student Success and Baccalaureate Admissions at karenbalcanoff@sjrstate.edu

Internship Final Presentation Guidelines

The final presentation is an opportunity for interns to share their experience with classmates and faculty. It provides a way to assess the internship course, specific sites, and Internship Site Supervisors for the enhancement of the program.

Presentation guidelines:

- Students are required to attend the entire presentation session (on their scheduled date, if applicable).
- Students are required to wear business professional attire.
- Presentations must last no longer than 15 minutes and will be followed by a 5-minute question and answer period. Students must rehearse to keep within the time limit.
- Presentations must include:
 - ✓ An overview of the Internship Site including description of its services, personnel, Internship Site Supervisor, and other pertinent information.
 - ✓ A description of the internship responsibilities, including any special projects.
 - ✓ A description of the challenges and successes experienced during the internship.
 - ✓ Description of what was learned from the experience and how it can be applied in the future.
 - ✓ Connect the bachelor course content to the ability to complete the internship.
 - ✓ A statement of future (professional and academic) plans.
- Students will be evaluated on the following rubric:

Category	Exemplary	Accomplished	Developing	Beginning
Overview of Intern Site (1 to 5 points)	Student fully described the elements required.	Student partially described the elements required.	Student provided a minimal description of the elements required.	Student did not provide any information on the internship site.
Internship Responsibilities (1 to 5 points)	Student fully described what they worked on during the internship	Student somewhat described what they worked on during the internship	Student provided a minimal description of what they worked on during the internship	Student did not provide any information on what they worked on during the internship
Challenges Experienced (1 to 5 points)	Student fully described the challenges experienced	Student partially described the challenges experienced	Student provided a minimal description of the challenges experienced	Student did not provide any information on challenges experienced
Successes Experienced (1 to 5 points)	The student fully described the successes experienced	The student partially described the successes experienced	Student provided a minimal description of the successes experienced	Student did not provide any information on the successes experienced
What was Learned from the Experience (1 to 5 points)	Student fully described what was learned from the experience	Student partially described what was learned from the experience	Student provided a minimal description of what was learned from the experience	Student did not provide any information on what was learned from the experience
Future Plans (1 to 5 points)	Student clearly articulated and described their future plans.	Student partially articulated and described their future plans.	Student provided a minimal description of future plans.	Student did not provide any information on future plans.
Overall Descriptive Competence (1 to 5 points)	Student covered the required information in the allowed time; descriptions were clearly articulated and professionally presented.	Student covered four categories of required information in the allowed time; descriptions were clearly articulated and professionally presented.	Student covered less than three categories of required information in the allowed time; descriptions were clearly articulated and professionally presented.	Student did not cover the required information of required information in the allowed time AND descriptions were not clearly articulated and professionally presented.
Overall Analytical Competence (1 to 10 points)	Student demonstrated a clear understanding of how all the different components contributed to their learning experience.	Student demonstrated a moderate understanding of how all the different components contributed to their learning experience.	Student demonstrated a minimal understanding of how all the different components contributed to their learning experience.	Student did not demonstrate an understanding of how all the different components contributed to their learning experience.
Intern Evaluation Form (1 to 5 points)	The internship Site Supervisor evaluated student's performance as Excellent or Above Average on all criteria.	The Internship Site Supervisor evaluated student's performance as Above Average on all criteria.	The Internship Site Supervisor evaluated student's performance as Average on all criteria.	The Internship Site Supervisor evaluated student's performance as Below Average and Unsatisfactory on all criteria.