

Concord University

Division of Business



BGEN 480

Business Internship

John Fazio

University Coordinator of Business Internships
Campus Box 30, P.O. Box 1000
Athens, WV 24712

Email: jfazio@concord.edu
Office: 384-5392 or 1-800-344-6679 X5392
Fax: 304-384-6236

Dr. Kendra Boggess, Division Chair
Campus Box C-65, P.O. Box 1000
Athens, WV 24712

REQUIREMENTS:

- | | |
|--|----------|
| 1. Course Summary | Page 2 |
| 2. Students Written/Formal Student Presentation Guidelines | Page 3 |
| 3. Employer Field Placement Agreement | Page 4 |
| 4. Employer Field Placement Student Learning Objectives Agreement | Page 5 |
| 5. Sample Business-Oriented Learning Objectives | Page 6-7 |
| 6. Employer's Evaluation Form of Business Oriented Learning Objectives | Page 8 |
| 7. University Coordinator's Grading Document | Page 9 |

BUSINESS INTERNSHIP

Introduction:

Internships are strongly recommended for all Business majors. These unique experiences provide excellent forums for students to apply theoretical knowledge to a business environment, work with the latest technology, improve interpersonal communication skills, and build confidence in themselves and their abilities. This course will normally carry a three credit hour value. Students are required to work a minimum of 120 hours over the course of the semester to earn 3 academic credits. Credit is awarded for the **knowledge gained, not the work completed**. The field internship enhances and reinforces the student's understanding of academic theory. It is more than an opportunity to earn credit hours while gaining work experience. It is an opportunity to distinguish an individual student from the competition at graduation. A good letter of recommendation and experience carry a great deal of weight with prospective employers and these will likely be available to you if you complete an internship successfully. Business internships are offered on a pass/fail basis only.

In some cases a managed internship experience may also be substituted for an appropriate course in the student's major upon proper advisement, written recommendations, and approval by the faculty advisor and the Chairperson of the Business Division.

Course Listing/Description:

BGEN 480 Business Internship- A supervised business internship in organizations in private and public sectors. (1–6 credit hours, the total hours earned are to be preapproved/pre-determined by the Coordinator upon receipt of Business-Related Learning Objectives submitted by the employer.) This course provides students with the opportunity to apply theoretical knowledge to practical situations in an actual organizational setting. The field internship is open to all students; however, no credit is granted for prior work.

Further, internships must be completed within one academic semester. There will be no exceptions, the student must complete the internship experience during the semester in which they have registered.

Prerequisites: ACCT 207, BGEN 110, BEOA 220, and MGT 305
junior class standing
2.5 gpa earned at Concord

Course Summary
Concord University – Division of Business – Internship Program

BGEN 480 — Business Internship

University Coordinator (304) 384-5392

This course is not just an opportunity for you to earn academic credits while gaining work experience. It is an opportunity to set yourself apart from your competition - other students - at graduation time. A good letter of recommendation from your cooperating supervisor will carry a great deal of weight with prospective employers. Keep this in mind as you progress through the semester. The fact that you want to participate in the Internship suggests you have initiative and motivation. Exhibit these characteristics while at your cooperating firm. Dress and act professionally, even when those around you do not. Remember - they are already employed in the workplace. Also, keep in mind that you are marketing an important commodity to your cooperating firm - yourself. Apply your theoretical knowledge, improve your interpersonal communication skills, and build confidence in yourself and your abilities. Realize that some Field Internship Experiences can evolve into full time positions upon graduation, so do a good job.

Note: International students enrolled in a summer internship course must request that Mr. John Fazio write a letter of internship confirmation for Ms. Nancy Ellison, Director of Multicultural Affairs.

Requirements:

- Receive approval of the Division of Business Coordinator for the proposed Internship. Not all employment experiences fit the requirements of the Internship course.
- Meet 'Business-Related Learning Objectives' and 'Placement Agreement' requirements
- Work a minimum of 120 hours over the course of the semester (for 3 credit hours)
- Attend Career Center workshops, seminars and/or Business Symposia (*schedule to be announced and posted on the Division Bulletin Board outside Administration 332 or on the web at <http://faculty.concord.edu/bus/bussymp.html>*)
- Attend Student Internship meetings (*if scheduled*)
- Submit a Final paper, the format of which is described on page 3 of this packet
- Make a formal presentation of the outcomes of your experiences (*schedule to be announced*)
- Employer may view the final Internship presentation presented by the intern online at: cat.concord.edu, click on Distance Education, click on Web Presentation and select symposium date and title. Note: You must use windows media player 9.0 or higher to view Concord Universities webcasts.

Logistics:

1. Complete the 'Field Placement Agreement' and 'Statement of Business-Oriented Learning Objectives' forms and return them to Mr. Fazio as soon as possible after Registration.
2. Contact your employment supervisor and arrange your work schedule. Make arrangements regarding how you will handle school vacations and days off.
3. Maintain a note log during the semester that highlights the decisions and responsibilities you were called upon to assume – this may be useful when preparing your final report. The note log should be submitted as an appendix to your Final paper.
4. I may call and, when necessary, visit your supervisor. Contact me to inform me of any issues that arise during the course of the semester.
5. Maintain a Time Sheet. This must be returned to me with your final paper, and must be signed by your supervisor. Remember that a minimum of 120 hours are required for 3 credit hours.
6. Student written/formal presentation guidelines: See attached page 3.
7. **Grades** are assigned on a Pass/Fail basis.
 - Pages 4 and 5 are to be completed by your Employment Supervisor.
 - Page 9 is the Grading Document that will be used by Mr. Fazio, University Coordinator of Business Internships, in determining your final grade.
 - Credit is awarded for **knowledge gained, not the work completed**. **40% of your grade** is based on achievement of your Business-Oriented Learning Objectives, which is determined by the organization's supervisor. 40% of your grade is based upon your written report and formal

presentation as defined on page 3. The remaining 20% of your grade is determined by Dr. Boggess, based on your attendance and participation at the suggested Career Center seminars and symposia.

Student Written/Formal Student Presentation Guidelines

Concord University – Division of Business – Internship Program

Written Presentation

Students will prepare a written presentation that will follow the guidelines below:

Cover Sheet

The cover sheet should include the intern's name, the organizational name and address, the contact person within the organization, the faculty member overseeing the internship, and the beginning and ending dates of the internship.

Introduction

Intern should give a brief statement on how they secured the internship and any other information that would be helpful to future interns. One to three paragraphs should be adequate to meet this requirement.

Organizational Overview

Intern should give a summary of the following:

- History of the organization
- Organizational chart
- Summary of products and/or services
- No information should be included that would be of a confidential nature.

Suggested length—3 to 5 pages

Project Work Areas

Intern should give a thorough account of job duties and responsibilities encountered during the internship.

Suggested length—3 to 5 pages

Problem Solving

Student should address problems encountered and solutions they devised. This discussion should also focus on what problems were solved by the intern for the organization.

Suggested length—3 to 5 pages

Relevance to Course Material

Students should link their internship experience to relevant course materials.

Suggested length—1 to 3 pages.

Concluding Statements

Any concluding statements that the intern feels would be appropriate should be made here. Comments about ways in which the Division of Business can improve the internship experience can be offered.

Format of Report—Word processed or typed and double-spaced, standard margin settings.

Formal Presentation

Students are required to make a formal presentation to a select group of faculty and students. This group will be determined by the Professor coordinating the class or the student's faculty mentor. The length of the presentation will be approximately 20 minutes; with the use of state of the art equipment encouraged (i.e. PowerPoint). There should be time for questions and discussion by faculty and students in attendance. Internship presentations are available online at: Employer may view the final Internship presentation presented by the intern online at: cat.concord.edu, click on Distance Education, click on Web Presentation and select symposium date and title: Note: You must use windows media player 9.0 or higher to view Concord Universities webcasts.

Field Placement Agreement

Concord University – Division of Business – Internship Program

EMPLOYER: Complete and return this form to Concord University, John Fazio, Campus Box 30, P.O. Box 1000, Athens, WV 24712, as soon as possible. Retain a copy for your files.

To provide a basis of understanding and to promote business relationships, this memorandum is established on _____. This **student's** assignment will start on or about _____ and end on or about _____, unless the arrangement becomes unsatisfactory to either party.

Students are normally required to work a minimum of 120 hours over the course of the semester to earn 3 academic credits. This translates into roughly 10 hours per week for a 12 week period. Beyond this schedule, the organization will stipulate its requirements for the internship and present them to the University. If the organization's expectations differ from the Concord University program, the student intern will be informed of this before accepting the internship.

It is understood that the cooperating organization will:

- Provide the student with challenging opportunities and exposure to management activities
- Provide the student with proper guidance when necessary, as well as feedback or evaluation of their performance
- Help the Concord University Internship Coordinator make a fair appraisal of the student's work
- Assign to the student new responsibilities as deemed appropriate
- Provide safe working conditions for the student
- Notify the University in case of accident or prolonged absence on the part of the student
- **Provide proof of proper liability and workmen's compensation insurance**

The student agrees to:

- Perform his/her duties in an honest and conscientious manner
- Understand the confidential nature of the materials and information with which they are working and conduct themselves accordingly
- Keep the interests of the cooperating organization in mind
- Be punctual, dependable, and dress accordingly **and act in a professional manner**
- Have proper health and personal insurance
- Follow instructions, avoid unsafe acts, and be alert to unsafe conditions

The Concord University Coordinator agrees to:

- Visit the cooperating organization as needed
- Communicate with the cooperating organization via phone to check on student's progress

All parties agree to discuss the issues involved if it becomes necessary to terminate the assignment.

Student Signature _____	Organization _____
Printed Name _____	Representative Signature _____
Address _____	Printed Name _____
Phone _____	Representative's Title _____
Address _____	Phone and Fax _____
E-Mail _____	E-Mail _____

Concord University Coordinator _____ Date: _____
Signature

Printed Name	<u>John Fazio, Concord University Internship Coordinator</u>
Address	<u>Campus Box 30, P.O. Box 1000, Concord University, Athens, WV 24712</u>
Office and Fax	<u>304-384-5392 or 1-800-344-6679 x5392 or (fax) 304-384-6236</u>
E-Mail	<u>jfazio@concord.edu</u>

Employer Field Placement/ Student Learning Objectives Agreement

Concord University – Division of Business – Internship Program

To the EMPLOYER: Please complete and return this form to: John Fazio, Campus Box 30, P.O. Box 1000, Athens, WV 24712 **before** the student's Internship begins. Retain a copy for your files.

Name of Company: _____ **Date:** _____

Printed Name of Company Representative: _____ **Phone:** _____

Company Representative's Signature: _____ **E-Mail:** _____

Student's Name: _____ **Phone:** _____

Student's Signature: _____ **E-Mail:** _____

STATEMENT OF BUSINESS-ORIENTED LEARNING OBJECTIVES

Before a student is enrolled in the **Business Internship course**, it is necessary that the cooperating organization and the student determine what responsibilities or learning opportunities are possible. These objectives are **used to set goals that can be evaluated by the Employer and the College Coordinator in order that the student earn three credit hours** which is equal to one course for a semester.

Number of Credits (if other than 3) _____. (to be determined by the **College** Coordinator)

The academic objective(s) should be fairly specific and measurable and developed with the student and the cooperating supervisor. At the end of the semester, the student and the cooperating supervisor will evaluate and rate the level of attainment on each objective on the evaluation form on Page 8. Sample Learning Objectives may be reviewed on Pages 6-7 attached to this document.

LEARNING OBJECTIVES:

1. _____

2. _____

3. _____

4. _____

5. _____

Sample Business Oriented Learning Objectives
Concord University – Division of Business – Internship Program

Dear Internship Placement Director:

Thank you for offering our students a chance to experience phases of the business world while still in an academic setting. We appreciate your involvement and hope we can be of service to you and your organization in facilitating the placement. We have assembled some information on these pages to help you in preparing Internship contracts for Concord University students.

The Division of Business does not send specific learning objectives to organizations with whom we place interns, because the specific types of activities and types of responsibilities you may wish to assign students are your purview. However, knowing that you are busy and that a template can be helpful in spurring ideas, we have generated a list of possible objectives for your use. The lists of learning objectives below are samples of activities in which Concord students have been engaged during past Business Internships.

Most employers find it helpful to review the objectives, but frequently create their own, as each internship setting is different. You may want to use those objectives listed below as models for the objectives you assign your intern or you may edit some of these to fit your own company's assignments.

If you should have any questions about the objectives or their preparation, please feel free to call the Division of Business Internships Coordinator to discuss your concerns. I would be glad to speak with you at any time. Phone: (304) 384-5395, Dr. Kendra Boggess, or (304) 384-5244, Division Office.

Sample Objectives for Placement in a CPA Firm

The student will:

- develop understanding of internal CPA practices
- learn to use accounting software to assemble and prepare financial statements
- become familiar with tax return processing
- learn tax software
- develop an understanding of teamwork within a work environment

Sample Objectives for Placement at a research laboratory for accounting majors

The student will:

- organize and maintain Accounts Receivable Department from invoice entry to receipt collection
- upkeep fixed asset system and related insurance records
- assist and prepare bi-weekly payrolls as well as quarterly tax reports
- become competent in the financial statements' preparation and monthly general ledger upkeep of an S-corporation. Duties will include preparing journal entries for all receipts and disbursements
- be responsible for monthly bank reconciliation's and payroll audits
- obtain expertise in financial statement analysis
- prepare annual tax return for an S corporation as well as quarterly payroll tax returns required by Federal and State agencies
- be responsible for the monthly upkeep and organization of supporting data and records of an S-Corporation
- become proficient in the analysis and review of the general ledger of an S-Corporation on a monthly basis
- organize and maintain Accounts Payable vendor data on a weekly basis
- obtain a mastery of LOTUS spreadsheet software along with the development of new ideas
- acquire an overall understanding of an accounting department's functions and responsibilities
- input monthly income and expenses from client's business and prepare reports.
- prepare financial statements for client accounts on monthly and quarterly basis.
- calculate payroll for client employees, write, and issue checks.
- prepare monthly and quarterly payroll reports for client accounts.
- interview clients and prepare income tax forms as needed.

<p style="text-align: center;">Sample Business Oriented Learning Objectives Concord University – Division of Business – Internship Program</p>
--

Sample Objectives for Accounting Internship at a hospital

The student will:

- observe and work in Payroll, Accounts Payable, Accounts Receivable, General Accounting, and assist with accounting for one of the hospital's subsidiaries
- observe management skills required for accountants in supervisory positions... over other accounting personnel
- deal with various personalities, make difficult decisions, negotiate, problem solve and show understanding
- analyze professional fees for the Board of Director's Finance Committee, using LOTUS
- work with HUGE general ledger, chart of accounts
- set up computerized bookkeeping system for a new subsidiary corporation of the hospital
- set up general journal...taking each item, analyzing it, discussing ideas on how it should be handled, working with other accountants, and coming to a decision
- classify expenditures
- compile information for the year-end audit of one of the hospital's subsidiaries for the auditors, including:
 - accrual basis adjusted trial balance
 - schedule of all cash balances, noting restricted cash and the nature of the restriction
 - reconciliation's for all bank accounts with related bank statements
 - analysis of repairs and maintenance expenses
 - analysis of legal, accounting, professional fees, and consulting expenses
- reconcile bank statement manually and on computer
- implement the system of withholding taxes electronically, as required in Code Section 6302 (h), requiring the IRS to phase in the Electronic Federal Tax Payment System for certain tax returns (EFTPS)
- be assigned to the Accounts Payable department
 - will verify purchase order numbers, invoice numbers, vendor's address, terms of contract, amounts received and amounts billed and totals

Sample Objectives for Placement in a Travel Agency

The student will:

- have an opportunity to work our communications console, providing a pleasant initial contact for the member/client
- learn different department's responsibilities by transferring calls to these areas
- be assigned to the team coordinating "Disney Days", promoting family vacations in the Florida area. This will include writing or contacting various attractions in the Orlando area, designing brochures, contributing to advertising ideas and designing attractive office displays.
- be assigned responsibility of contacting potential corporate clients for this travel agency and will present the benefits of working with us (marketing tasks)
- view firsthand the travel agency operation and, if time permits, experiment with the Airline Reservation System. Worldspan is used by agents for airline, hotel, car, rail, cruise and tour reservations.

Sample Objectives for Placement in a Law Office

The student will:

- be exposed to all phases of a plaintiff-oriented practice, including taking of depositions, interviewing witnesses, interviewing clients, and actual court room appearance.
- be exposed to the Prosecutor's side of criminal practice, including to police investigations, possible viewing of the grand jury and observing actual criminal trials
- observe the administration of employees in a small law firm.

Sample Objectives for Placement in a Computer Software company

The student will:

- help oversee staff hours/coverage, direct work flow on customer orders, help with legal research on impending legal case (management)
- create and layout advertising for Spring and Fall (advertising)
- assist with ad campaigns and website content (marketing)
- process customer orders, come up with ideas to improve customer service (customer service)
- assist with banks, payroll, fill out monthly/quarterly state and federal tax forms (accounting)

Employer's Evaluation of Business Student's Oriented Learning Objectives

Concord University – Division of Business – Internship Program

To the Employer: Please complete and return this form **after** the student completes the Internship to the Division of Business, Campus Box 65, P.O. Box 1000, Athens, WV 24712. **Please ask your intern/s for their semester ending date and return this document before that date so that the College Coordinator can use your comments/evaluative ideas in assigning a grade to the student. Thank you again for your involvement in this student's academic career.**

The student and the cooperating supervisor will evaluate and rate the level of attainment on each objective as submitted at the beginning of the semester from your copy of page 5. These objectives are used as a basis for earning three credit hours which is equal to one course for a semester.

Name of Company: _____ **Date:** _____

Printed Name of Company Representative: _____ **Phone:** _____

Company Representative's Signature: _____ **E-Mail:** _____

Student's Name: _____ **Phone:** _____

Student's Signature: _____ **E-Mail:** _____

***At the conclusion of the Internship, please rate the student's accomplishments using this scale:**

Outstanding Accomplishments:	A – Superior
Better than Average Accomplishments:	B - Good
Average Accomplishments:	C - Passing
Below Average Accomplishments:	F - Failure

	*Rating
1. _____ _____	_____
2. _____ _____	_____
3. _____ _____	_____
4. _____ _____	_____
5. _____ _____	_____

Please issue this student an overall letter grade for the level of attainment of these objectives at the conclusion of the Internship Field Placement. **GRADE:** _____

Please offer additional comments regarding this student's overall performance of duties as defined in the Internship Field Placement Agreement of Business Oriented Learning Objectives page 5.

Grading Document

Concord University – Division of Business – Internship Program

To be completed by the University Coordinator

The student has met the Learning Objectives of the course by:

- _____ 1. Completing the 'Field Placement Agreement' and 'Statement of Business-Oriented Learning Objectives' forms and returning them to Dr. Boggess as soon as possible after Registration.
- _____ 2. Contacting your employment supervisor and arranging your work schedule. The student made arrangements to handle school vacations and days off.
- _____ 3. Maintaining and submitting a note log as an appendix to your Final paper. The note log was kept during the semester to highlight the decisions and responsibilities you were called upon to assume.
- _____ 4. Contacting the University Coordinator to inform her of any issues that arose during the course of the internship.
- _____ 5. Maintaining and submitting a Time Sheet displaying the 120 hours worked. The Time Sheet was submitted to me with your final paper, and was signed by your supervisor.
- _____ 6. Following student written/formal presentation guidelines spelled out on Page 3.
- _____ 7. Submitting Page 5 of this packet completed by your Employment Supervisor.

Grade Determination

- 40% of your grade is based on the achievement of your Business-Oriented Learning Objectives, specified by the company/organization's supervisor.
- 40% of your grade is based upon your written report and formal presentation as defined on page 3.
- The remaining 20% of your grade is determined by Mr. Fazio, based on your attendance and participation at the suggested Career Center seminars and symposia and other factors.