

# Westfield

Founded 1838



**DEPARTMENT OF ECONOMICS & MANAGEMENT  
INTERNSHIP HANDBOOK  
UNDERGRADUATE PROGRAM**

**JUNE 2014**



**INTERNSHIP PROGRAM**  
**DEPARTMENT OF ECONOMICS AND MANAGEMENT**  
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**The Bachelor of Science in Business &  
The Bachelor of Arts in Economics  
Westfield State University**

## **THE BUSINESS PROGRAM**

The business major provides an analytical framework, inclusive of the significance of moral and cultural constraints and diversity, for decision-making in the business world, plus the requisite business skills necessary for today's job market. The five areas of concentration in the business program include: Accounting, Aviation, Finance, Management, and Marketing.

The program, which leads to a Bachelor of Science in Business Management, addresses the worldwide dimension of the curriculum standard by studying the sociological implications of legal systems, systems of accounting, international financial problems, market understanding, historical systems of managing, and problems of productivity. Additionally, study is devoted to management and business problems requiring decisions relating to all fields of business and requiring fundamental understanding of diverse national settings.

## **THE ECONOMICS PROGRAM**

The program in Economics is designed to develop an understanding of economic relationships in contemporary life in order to prepare a student to analyze economic issues of social and economic policy. This includes a systematic introduction to the basic theoretical and empirical techniques of economics. This program seeks to accommodate a broad range of student interests including preparation for careers in business or government, and graduate school in economics, business, law, or public administration. The goal of this major is to provide a critical understanding of economics and its connection to other disciplines and also enhance a student's grasp of issues and problems of a complex society.

# GUIDELINES FOR INTERNSHIPS

## ***WHAT IS AN INTERNSHIP***

An internship is a supervised practical learning experience in the student's major. It involves an agreement among the student, faculty coordinator and host supervisor to establish learning goals, determine activities and evaluation of the experience. Internships run at least 12 weeks to provide an opportunity for significant educational experience and evaluation related to the student's major and concentration. Internships are offered in the following areas: Accounting, Aviation, Economics, Finance, Management, and Marketing.

## ***STATEMENT OF PURPOSE***

Internships provide practical experience involving observed implementation of principles and practices.

For the student, an internship can provide:

- ❖ opportunities to apply various types of previously learned knowledge and skills in a practical environment;
- ❖ opportunities to acquire new knowledge and skills;
- ❖ experience that promotes self-confidence, maturity, responsibility and the development of interpersonal skills;
- ❖ preparation for an intelligent career choice;
- ❖ job experience which future employers require;
- ❖ opportunities to provide service to others.

For the host agency, an internship can provide:

- ❖ the ability to perform other research that is otherwise not feasible under budget constraints;
- ❖ an opportunity to allow current staff members to dedicate time to more imperative needs;
- ❖ exposure to new ideas.

## ***CREDIT EQUIVALENCY***

<b><u>Credits</u></b>	<b><u>Hours/Week</u></b>
03	08
06	16
09	24
12	32
15	40

# REQUIREMENTS AND APPLICATION OF CREDITS FOR INTERNSHIPS

## ***GENERAL ACADEMIC REQUIREMENTS***

Internships are available to second semester juniors and seniors who have completed 21 credits of the business core and the 18 credits for the required non-business courses.

Applicants should possess a documented overall cumulative average of C+ (2.5) and a documented major cumulative average of B (3.0). If a student does not meet these minimum requirements, special exceptions, documented by waivers, may be made by the faculty coordinator.

## ***APPLICATION OF INTERNSHIP CREDITS***

Internship credits can be used to waive ***only ONE 300 level concentration elective course***. Any internship credits in excess of three hours must be applied to General Elective Credits. For example: Six credits from an internship may be used to waive either two, three credit General Elective courses ***or*** one 300 level concentration elective course and one three credit General Elective Course. The Accounting Concentration does ***NOT HAVE*** 300 level elective courses; therefore, Accounting students can receive ***ONLY*** General Elective credit. Regardless of credits, many employers give preferential hiring to students that have completed an internship during their academic experience. All students should take advantage of this opportunity.

## ***TOTAL 300 LEVEL CONCENTRATION ELECTIVE CREDITS FOR ALL OFF-CAMPUS EXPERIENCES***

Internships and other experiences that take place off campus are ***restricted*** to a ***total of 3 semester hour's*** credit as applied to 300 level concentration elective credit. Any additional credit earned must be applied to general elective credits. Because the offerings of off-campus experiences vary, the student must verify with the department chair that this particular experience qualifies. The approval of this credit must take place ***PRIOR*** to participating in the off-campus experience.

The Co-Operative Education offered at Westfield State University rarely qualifies as 300 level concentration elective credits. Credits earned in the Co-Operative Education Program are normally applied to general elective course credits only. Approval for 300 level concentration elective credits must be approved by the department chair ***PRIOR*** to participating in the Co-Operative Education Program. Approval of 300 level concentration elective credits is based solely with the Department of Economics and Management.

## **Earning Internship Credit for Existing Employment**

Existing employment does not normally qualify for academic credit. The intent of an internship is to provide the student with additional practical and academic experience that will be valuable to the student. To qualify, the student and host agency would have to demonstrate that the internship will satisfy the objectives of the internship.

The final decision of eligibility will be made by the Coordinator of Internships and the Chairperson of the Department of Economics and Management.

# CONCENTRATION ACADEMIC REQUIREMENTS

Business Majors are required to take a *minimum of 52 hours* credit in courses that begin with a prefix other than business courses. The following are the maximum amounts of credits allowed for each respective concentration.

## ***ACCOUNTING***

39 credits Business core  
18 credits Accounting required courses  
57 credits required for Accounting

The Accounting student can have a 12 or 15 credit internship, if no other courses applied to general electives credits have been selected.

## ***Aviation***

39 credits Business core  
09 credits Aviation required courses  
06 credits Aviation elective  
54 credits required for Aviation

## ***FINANCE***

39 credits Business core  
15 credits Finance required courses  
03 credits Finance elective  
57 credits required for Finance

The Finance student can have a 12 or 15 credit internship, if no other courses applied to general electives credits have been selected.

## ***MANAGEMENT***

39 credits Business core  
15 credits Management required courses  
03 credits Management elective  
57 credits required for Management

The Management student can have a 12 or 15 credit internship, if no other courses applied to general electives credits have been selected.

## ***MARKETING***

39 credits Business core  
15 credits Marketing required courses  
03 credits Marketing elective  
57 credits required for Marketing

The Marketing student can have a 12 or 15 credit internship, if no other courses applied to general electives credits have been selected.



# ECONOMICS MAJOR ACADEMIC REQUIREMENTS

The Economics major has the following requirements:

15 credits Economics required courses

06 credits in Mathematics

15 credits Economics electives

36 credits required for Economics

The Economics student may take up to the maximum allowed credits for an internship program. There are no restrictions regarding the business 52 rule for Economics majors.

**NOTE:** The 12 and 15 credit internships available are very rare and will only be awarded to exceptional students or under special professional circumstances.

## **HOW TO APPLY**

The applicant is required to submit a completed internship application, documentation of cumulative grade point averages, and a resume. Material is available in the office of The Department of Economics and Management in Wilson Hall 414 or outside the office door of the coordinator of internships, presently Professor Mark Naidorf, in Wilson Hall 413. The faculty coordinator will verify all information. All students participating in internships are required to have email addresses and to correspond frequently with the faculty coordinator using electronic mail.

## **REQUIREMENTS FOR INTERNSHIPS**

### ***INTERVIEW WITH FACULTY COORDINATOR***

After the application is complete, the applicant will return the application and meet with the faculty coordinator. The student applicant will be evaluated on all factors in addition to academics. The applicant should dress appropriately and be prepared to discuss interests about the prospective internship.

At the conclusion of this interview the coordinator will decide whether the student applicant will continue in the program. If the applicant is accepted, a decision will be made on whether the coordinator or the student will locate the host agency and set up an interview.

### ***INTERVIEW WITH HOST AGENCY***

At this interview, interns should present themselves in a professional manner as if they were applying for full-time employment. Please remember interns represent Westfield State University as well as themselves.

Students are required to bring with them copies of their college transcripts, resume, and the Tri-partite contract agreement. If the intern is approved by the host agency and you decide to participate in this internship:

- The intern needs to work with the host supervisor to complete the contract and return to the faculty coordinator (a contract is attached). It is important to properly describe in detail the activities and learning experience that will take place during the internship.
- All contracts need to be returned for signature before the internship begins.

If requested (SEE EXHIBITS)

During this interview, the intern and the host agency will:

decide if the internship should proceed;  
determine the length of internship;  
discuss the intern's duties and responsibilities;  
set up a work schedule;  
establish internship objectives;  
sign the respective individual parts of the Tri-partite agreement.

## **Contact Coordinator of Internships**

Contact the coordinator of internships either by email, telephone, or in person and advise the coordinator that the interview went well and you have returned the completed contract.

Please refer to the Internship Handbook for further detail regarding evaluation, credit hours, additional requirements placed on the student, and other guidelines. It is the student's responsibility to make certain the contract is properly completed. Consult the internship manual on line at [wwwbus.westfle.ma.edu](http://wwwbus.westfle.ma.edu) and if necessary contact the coordinator of internships if you have any questions

the length of internship;  
finalization of the amount of credits the internship will be worth;  
decision on the length and contents of final paper;  
deadlines for the completion of all work;  
suggested times for coordinator's observation;  
completion of the required registration form.

## **IN-PROCESS EVALUATION**

### ***STUDENT REQUIREMENTS***

- ❖ interns must contact faculty coordinator at least once a month to inform him/her of ongoing experiences;
- ❖ present a professional appearance at all times; be punctual;
- ❖ avoid any participation in labor management disputes;
- ❖ keep a daily journal of job experiences and documentation of time at internship, to be included with final paper. (this journal should assist in the development of the final paper)
- ❖ be prepared to evaluate host agency internship experience;
- ❖ contact coordinator in the event of any problems.

### ***HOST AGENCY REQUIREMENTS***

- ❖ discuss proper on-job appearance with intern;
- ❖ assist and observe intern to ensure him/her of the best possible experience;
- ❖ refrain from involving the intern in labor management disputes;
- ❖ contact the coordinator in the event of any problem;
- ❖ evaluate intern on an individual basis regarding his/her work performance, and assigned paper; (this evaluation may be as much as 2/3 of the intern's grade).

### ***FACULTY COORDINATOR REQUIREMENTS***

- ❖ periodically check with host agency to evaluate intern's performance;
- ❖ make at least one on-site appearance at the host agency during the internship;
- ❖ be prepared to grade the intern's final paper;
- ❖ mail to the host agency, before the end of the internship period, the necessary forms for the final evaluation.

***\*All parties (intern, host supervisor, and faculty coordinator) are encouraged to communicate as much as possible if any "special" circumstances arise.***

# FINAL EVALUATION

## **GRADING**

The intern's final grade consists of the host agency's evaluation of his/her overall performance and final paper. Factors included in the evaluation of the interns' overall performance include:

- ❖ attendance;
- ❖ communication skills;
- ❖ interaction with co-workers;
- ❖ demonstrated responsibility;
- ❖ initiative and independence;
- ❖ accurate and thorough completion of assignments.

The intern's final paper should document growth in knowledge and skills as a result of the internship, and make recommendations for any improvement in key aspects of the host agency.

The intern's final paper with journal attached must be completed and submitted to the faculty supervisor no later than the last scheduled class day in a semester. The host agency's evaluation of the intern's performance will occur in the final week of the internship and returned to the faculty coordinator.

It is important to remember that the host agency's evaluation and comments regarding the student's performance are a significant portion of the intern's grade.

The intern will then complete his/her evaluation of the host agency and submit this to the faculty coordinator.

The faculty coordinator will take all of this information into account, and weight it appropriately before issuing a final grade.

## **GUIDELINES FOR STUDENT-INTERNSHIP PAPER**

### **Length**

January Internships - 8 to 10 pages.

### **Semester Internships Paper Guidelines**

3 credits	5 to 6 pages
6 credits	8 to 10 pages
9 credits to 11	13 to 15 pages
12 credits to 14	16 to 19 pages
15 credits	20 to 25 pages

## **All papers must contain:**

Title Page

Created using a word processor;

Be professional in appearance,

Use headers and table of contents,

Demonstrate your ability to use technology;

2 copies:

1. Copy due Faculty Internship Coordinator during last week of scheduled classes.
2. Retain personal copy (for subsequent job interviews).

## **Content:**

Internship Description (body of context focusing on job assignments)

Set forth your goals and objectives - primary and secondary, initial or subsequent - and how you achieved each. Make sure you iterate your internship and academic experiences.

## **Appendix**

Containing fixed weekly schedule, conferences, activities on a daily basis, other relevant information.

*\*Length of project description; does not include cover sheet, table of contents and appendix in determining overall length of paper.*

## **TERMINATION OF INTERNSHIP**

If for any reason during the first 8 weeks of the semester a serious problem arises, every effort should be made by the three parties to resolve the situation. However, if it becomes apparent that the problem is irreconcilable, the internship may be terminated by withdrawing the intern from the course.

If at any time after the withdrawal date a serious problem arises, every possible step should be taken to reconcile the problem so the internship may be completed.

It is important for all three parties to remember that after the withdrawal date it is almost impossible to end the internship without extraordinary measure being taken.

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**WESTFIELD STATE UNIVERSITY**  
**Economics and Management Department**  
**Internship Application**

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Permanent Address: \_\_\_\_\_ Home Tel.: \_\_\_\_\_

School Address: \_\_\_\_\_ Cell #: \_\_\_\_\_

Email Address: \_\_\_\_\_ Student ID # \_\_\_\_\_

Business Concentration \_\_\_\_\_

Minor \_\_\_\_\_

\* Documented Overall Cumulative Average \_\_\_\_\_

\* Documented Business Cumulative Average: \_\_\_\_\_

Number of Internship Credits Desired: \_\_\_\_\_ Year/Sem: \_\_\_\_\_

Transportation: yes \_\_\_\_\_ no \_\_\_\_\_ Type: \_\_\_\_\_

Health/Handicap Restrictions \_\_\_\_\_

General Description of Assignment Preferred:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

What goals do you plan to accomplish during the internship period?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Special Skills:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

*\*Please submit resume and transcript with this application. Free transcript print outs may be obtained at the Registrar's office.*

# **SAMPLE RESUME**

**JANET MOORE**

School Address

3 Concord Street  
Fitchburg, MA 09856  
Phone Number  
EMail

Permanent Address

268 Pine Street  
Durham, North Carolina 27707

OBJECTIVE: Internship placement in a community service agency involved in program and organizational development, social service and/or planning.

SPECIAL AWARDS: Dean's List- Sophomore, Junior  
Named to All-Star Basketball Team, Fall 1989

EDUCATION: Harding College, Fitchburg, Massachusetts  
Candidate for B.A. Degree in May, 1999  
Major: Management  
Honors: Dean's List Sophomore, Junior

RELATED COURSES: Dynamics of Management, Financial Accounting, Organizational Behavior, Marketing, Micro and Macro Economics, Social Psychology.

Graduate of Durham High School in July, 1978

SPECIAL SKILLS: Fluency in Spanish; computer languages.

INTERESTS: Varsity basketball and volleyball in high school and college.

*References available upon request*



COORDINATOR OF INTERNSHIPS  
FOR DEPARTMENT OF ECONOMICS/MANAGEMENT  
WESTFIELD STATE UNIVERSITY

INTERNSHIP AGREEMENT: *Tri-partite*

Student intern: \_\_\_\_\_ Class: \_\_\_\_\_

Address: \_\_\_\_\_ Phone: \_\_\_\_\_

Host Company Name: \_\_\_\_\_

Street Address: \_\_\_\_\_ City, State, Zip: \_\_\_\_\_

Date of Internship: From: \_\_\_\_\_ To: \_\_\_\_\_

Name of Supervisor: \_\_\_\_\_ Phone: \_\_\_\_\_

Email Address of Supervisor: \_\_\_\_\_

Course No. 398 No. of Credits: \_\_\_\_\_

**Intern:** State briefly the main learning objectives of the planned internship.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Host:** Please attach a detailed outline for the planned internship (include hours, duties, etc.).

**Coordinator:** Describe briefly the method(s) of evaluation agreed upon by you, the intern and the host-supervisor, regarding the thrust of the written paper, and any other special features the student intern should know.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Signatures:**

I agree to intern for \_\_\_\_\_ hours a week for the time period of \_\_\_\_\_, in accordance with the terms in the Internship Agreement.

**Student signature:** \_\_\_\_\_

As host supervisor to the student, I agree to give direction to the intern and attempt to foster a close relationship between the work experience and the intern's academic program, to provide guidance to the intern and to promptly report any problems or significant deviation from the Internship Agreement to the Coordinator.

**Host Supervisor signature:** \_\_\_\_\_

As a faculty coordinator, I agree to monitor the internship, assess progress, attempt to integrate it into the student's overall educational development, and provide a final evaluation for academic credits, consisting of a letter grade.

**Faculty signature:** \_\_\_\_\_

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**STUDENT EVALUATION OF INTERNSHIP**

Name: \_\_\_\_\_ Dates of Internship: \_\_\_\_\_

Agency: \_\_\_\_\_ Supervisor: \_\_\_\_\_

Faculty Coordinator: \_\_\_\_\_

Job title and brief description:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

***Please rate aspects of your internship experience by checking the appropriate boxes below:***

	<b>Outstanding</b>	<b>Very Good</b>	<b>Good</b>	<b>Poor</b>	<b>N/A</b>
Provided an opportunity to use my academic knowledge in a practical situation.					
Provided useful data about a job or career.					
Encouraged me to demonstrate initiative/responsibility.					
Expected duties and responsibilities were clearly defined.					
Received direction and support from host supervisor.					
Overall evaluation					

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***STUDENT EVALUATION OF COMPLETED INTERNSHIP***

Name of Intern: \_\_\_\_\_

Agency Name: \_\_\_\_\_

Supervisor's Name: \_\_\_\_\_

**Open Ended Questions:**

Answer the following questions on a separate sheet of paper and return to faculty coordinator:

***Westfield State University  
Department of Economics and Management Department  
577 Western Avenue  
Westfield, MA 01086***

1. What was the most positive part of your work experience?
2. What was the most negative part of your work experience?
3. What specific knowledge and skills have you acquired as a result of this experience?
4. To what extent has this experience affected your academic and/or career goals?
5. Would you recommend this same internship to another student? Explain why or why not.
6. Do you have any suggestions that would improve the internship program?

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**OFFICE OF THE COORDINATOR OF INTERNSHIPS DEPARTMENT OF ECONOMICS AND MANAGEMENT**

**SUPERVISOR'S EVALUATION OF THE STUDENT**

Interns Name: \_\_\_\_\_

Dates of Internship: \_\_\_\_\_

Agency: \_\_\_\_\_

Supervisor: \_\_\_\_\_

Supervisor's Phone # \_\_\_\_\_

**TO THE SUPERVISOR:** Please complete this evaluation of the intern named above. Thank you for providing this educational opportunity for a Westfield State University Student.

	<b>Outstanding</b>	<b>Very Good</b>	<b>Good</b>	<b>Poor</b>	<b>N/A</b>
Complete assignment accurately and thoroughly					
Demonstrated responsibility					
Demonstrated initiative and independence					
Interacted well with co-workers					
Demonstrated ability to communicate					
Consistent and punctual in attendance					
Overall evaluation of performance					

Please assess the intern's growth in knowledge and skills as a result of the internship, and add any comments that will help the faculty member in evaluating the student. (Please use back side of paper for additional space.)

**Signature of Supervisor:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Grade for Internship:** \_\_\_\_\_

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## ***WHAT IS AN INTERNSHIP?***

An internship is a supervised learning experience. It involves an agreement among the student, faculty coordinator and supervisor to establish learning goals, determine activities and evaluate the learning experience. For students, internships can provide:

- ❖ opportunities to apply various types of previously learned knowledge and skills in a practical work environment;
- ❖ opportunities to acquire new knowledge and skills;
- ❖ an experience that promotes self-confidence, maturity, responsibility and the development of interpersonal skills;
- ❖ early realistic involvement in a professional field in order to clarify interests abilities and values related to work;
- ❖ to prepare for an intelligent career choice;
- ❖ to gain experience employers look for;
- ❖ and to provide service to others while learning.
- ❖

## ***WHERE CAN I LEARN ABOUT INTERNSHIP PLACEMENTS?***

Information on specific placements is available from the Coordinator of Business Internship.

Internship candidates are assisted in securing placements on a local, regional, national and international basis. There are also a number of on-campus placements available through various cooperating agencies.

In addition, to the Fall and Spring semesters, internships can be arranged for the January vacation and summer sessions.

## ***WHAT ARE THE ACADEMIC REQUIREMENTS FOR INTERNSHIPS?***

The Massachusetts Internship Office (Boston) provides certain support services in conjunction with the college.

Internships may be requested by juniors, seniors, special students and graduates. A minimum of 3 credits to a maximum of 15 credits may be earned. A letter grade will be issued in accordance with the schedule approved and utilized by the Registrar. Generally, applicants should possess an overall cumulative average of C+ and a major cumulative average of B. Applications will be evaluated on an individual basis by the Coordinator of Business Internships.

### ***Internships for Credit Require:***

- ❖ a minimum of ten hours a week for a semester internship; three weeks full time for a January internship;
- ❖ a relationship between the work experience and the academic discipline in which the credit is sought;
- ❖ registration for the internship under the auspices of the Economics and Management Department;
- ❖ the completion of the Internship Agreement, signed by the student, the faculty sponsor and the agency supervisor, and returned to the Coordinator of Business Internships;
- ❖ the completion of a 20-30 page paper for full-time interns (on report length pro-rated over duration of internship);
- ❖ the formal evaluation of host agency (2/3 of intern's final grade).

## WHAT IS REQUIRED FROM THE INTERNSHIP PLACEMENT?

<i>Student Intern:</i>	prepare personal resume for host agency and coordinator.
<i>Host Agency:</i>	utilize intern's resume for interview purposes
<i>Student Intern:</i>	forward fixed weekly schedule and log to coordinator.
<i>Host Agency:</i>	approve fixed weekly schedule and review intern's log.
<i>Student Intern:</i>	forward periodic conference results to coordinator.
<i>Host Agency:</i>	initial periodic conference results with intern.
<i>Student Intern:</i>	develop set of personal-professional objectives.
<i>Host Agency:</i>	interface intern's objectives with agency's objectives
<i>Student Intern:</i>	prepare to be evaluated on a one-to-one basis by host supervisor (2/3rds of grade)
<i>Host Agency:</i>	prepare to evaluate intern on a one-to-one basis
<i>Student Intern:</i>	prepare assigned paper according to specified requirements.
<i>Host Agency:</i>	receive and react to intern's assigned paper.
<i>Student Intern:</i>	refrain from participating in a labor management dispute.
<i>Host Agency:</i>	refrain from utilizing intern in labor management dispute.
<i>Student Intern:</i>	be well-groomed and appropriately attired at all times.
<i>Host Agency:</i>	speak to the issue of grooming and dress as is normally required.
<i>Student Intern:</i>	contact coordinator in event of any problem.
<i>Host Agency:</i>	contact coordinator in event of any problem.
<i>Student Intern:</i>	prepare to receive coordinator in accordance with weekly schedule.
<i>Host Agency:</i>	prepare to receive coordinator in accordance with weekly schedule.

