

Computer Information Technology & Systems Internship Course Information

All Computer Information Technology & Systems internship courses require 304 contact hours. You must complete 60% of these hours in an internship setting appropriate for your degree plan, applying no fewer than 12 hours per week but no more than 18 hours per week. All other hours are counted toward the completion of required coursework.

You will need to solicit a position prior to contacting the department and begin preparing your documentation so that you can register for the course. Any place of business that can provide you with hands-on activities relative to your degree plan content is acceptable. If you choose to use your place of employment, your internship hours **must not** be a part of your paid employee hours. Verification of this separation from your site supervisor will be required.

Your first step is to get approval from the department chair to register for the course. To do this, you will need to review this entire packet and submit the following via email to the department.

- Student ID, degree plan, and expected date of completion
- Current unofficial transcripts
- Resume/Letter of Introduction

Once you are approved to register for the course you can begin your search for an employer with whom to complete your intern hours. You **MAY NOT** begin actual internship hours until the course has started **OR** otherwise approved by the department **AND** all of the required employment documents are submitted. No internship hours will count without the submission of these documents. Please note that several of these documents require signature from your site supervisor.

Employment Documents

- Resume/Letter of Introduction
- Internship Agreement
- EEO Statement
- Site Supervisor Letter
- Intern Information Sheet
- Statement of Understanding (Intern SOU Contract)
- Objective and Task List

Be sure that all documents requiring signatures are properly signed before submitting.

You will create (in some cases) and print the employment documents listed and present them for review and/or signature to the volunteer coordinator or site supervisor at your internship site. Make every effort to present these documents to your site supervisor in an organized, attractive manner.

By the end of the first week of the semester, you must submit all documents to your instructor via the assignment link in Blackboard.

INSTRUCTIONS FOR SUBMITTING ASSIGNMENTS

- Save all documents as .doc, .docx, or .rtf **OR** you may scan documents as .pdf files
- Upload each document to Blackboard.
- Each item needs its own separate and recognizable file name. It would be best if you start each file name with your last name and first initial. For example if your name is Mary Jones, your files would be:
 - JonesMResume.pdf
 - JonesMLetter of Intro.pdf
 - JonesMInternship Agreement.pdf
 - JonesMEEO Stmt.pdf
 - JonesMSupervisor ltr.pdf
 - JonesMInfo Sht.pdf
 - JonesMStmt Under.pdf
 - JonesMObj Task Lst.pdf

CTC NON DISCLOSURE AND CONFIDENTIALITY AGREEMENT

If you have sought for an internship within Central Texas College and have been selected, you must complete the CTC Non-Disclosure and Confidentiality Agreement. You **MUST** take the original or email (scanned original) to the Central Texas College, Human Resources Director's office. You **MUST** still submit a scanned original in Blackboard as well.

In addition, in order to complete an internship at Central Texas College, you **MUST** complete EEO/SHP, HAZCOM, FERPA, and SAFETY TRAINING. Log on to the CTC Web site. Select the *Faculty and Staff* link then click *Human Resources*. On the left side of the screen, click *Employee Training*. Next, select *Online Request Form*.

Complete all of the fields in the form and then select all of the required trainings: HAZCOM, EEO/SHP, FERPA, and SAFETY.

For the various fields you will fill in your name; your Colleague ID# which is your student identification number; for Department, put the department you will be working in; for Employee's Telephone # put a number where YOU can be reached, for Employee's Email: YOUR CTC EMAIL ADDRESS; for Employee's Supervisor put the word "INTERN" and your supervisor's name; and for Supervisor's Email, put your supervisor's email address.

This training does not apply to you if you are NOT completing your internship with Central Texas College.

The Safety and EEO/SHP trainings are both considered part of your internship hours. Ensure those hours show on your weekly time log.

Once your training is complete, you will receive a Certificate of Completion from CTC Employee Training. You **MUST** scan your certificates and submit in Blackboard after your course begins.

RESUME AND LETTER OF INTRODUCTION

Submit your **resume** with wording showing experience geared toward the type of internship you will be completing. Take into account the skills you will use in the internship and the experience you have had inside and outside of class that might help you be successful in completing the tasks for your internship. You may use a template, or you may use the general format of a template to create your resume. Be mindful that sometimes a template does not show up correctly when sent electronically.

Write a letter of introduction/cover letter to your internship site supervisor to accompany your resume. Write it for an internship, not as if you were applying for a job. Be courteous, concise, and specific. Explain the reason for your internship, list some of the primary skills you bring to the position, give some of the learning expectations you have of the internship, and express your appreciation for the opportunity of completing the internship with that person. Use correct business letter format. Also, be sure you use a title along with the supervisor's first and last names. (Example: Mr. John Doe)

***As a condition of enrollment in this course, you submitted a copy of your resume and cover letter to the department. Rework those documents as needed and submit them through the Blackboard assignment link for a completion grade.**

INTERNSHIP AGREEMENT

Complete the Internship Agreement using the appropriate information from the internship worksite. Have the onsite volunteer coordinator or site supervisor sign and date the agreement before submitting in Blackboard.

EQUAL EMPLOYMENT OPPORTUNITY COMMISSION STATEMENT

Complete the EEOC statement using the appropriate information from the internship worksite. Have the onsite volunteer coordinator or site supervisor sign and date the agreement before submitting in Blackboard.

OBJECTIVE AND TASK LIST

Review your courses and their descriptions that you have taken leading up to your internship. Prepare an objective and task list. At your internship site there should be skills that you learned in your courses that you would like to perform in order to obtain experience in that particular skill.

If you would like to let your internship site know that you want to practice a specific skill, you may add the objective and the task to your list. Be aware that all objectives and tasks that you list

may not be provided by the internship site. Once you draft the list, you will need to meet with your supervisor and revise the list as needed. It is permissible for the site supervisor to ink-out, x-out, cross-out, any objectives and tasks that cannot be covered in or at their site. It is also permissible for the site supervisor to add objectives and tasks that they would like you to perform and learn.

After all of your courses and descriptions have been reviewed and your Objective and Task List has been finalized, include a signature and date line for the site supervisor and for yourself. Both the site supervisor and you, the student, must sign and date the objective and task list. Scan the document and submit it at the appropriate link in Blackboard.

Example of a **partial** objective and task list (Your list should be much longer):

OBJECTIVE AND TASK LIST FOR INTERNSHIP FOR (STUDENT NAME)

- I. Network Administration
 - a. Active Directory Maintenance
 - b. Group Policy Implementation
- II. Software Development
 - a. Program and script writing
 - b. Code debugging
- III. Database Management
 - a. Data entry, analyzing, and reporting
 - b. Database maintenance and infrastructure updates
- IV.
 - a.
 - b.

Supervisor signature and date

Student signature and date

LETTER FROM SITE SUPERVISOR

You must provide a letter from your site supervisor that includes basic information about your duties and responsibilities as an intern. The tasks should have some variety and be meaningful for experiencing a real-world situation in an information technology setting.

Note: If you are completing an internship at your place of employment, you must provide an outline of your regular work schedule*, a complete job description of your paid position, and a statement of the new duties and responsibilities you'll take on as an intern. These documents must be signed by your supervisor.

***You may not use paid working hours as any part of your internship hours. However, you may use time spent off the clock to fulfill internship duties (i.e., before and/or after work; lunch breaks).**

All letters must be on company letterhead and signed by your site supervisor. Your site supervisor may create the letter him/herself or you may create the letter and ask your site supervisor to sign it.

INFORMATION SHEET/STUDENT SCHEDULE

Complete the Information Sheet/Student Schedule and submit a copy to your site supervisor and your instructor.

Note: Discuss with your site supervisor his/her needs and your availability before submitting your schedule.

STATEMENT OF UNDERSTANDING

Read all of the documents listed below. **They are included in this packet.** Once you have read and are sure you understand each document, complete and sign the Statement of Understanding Signature Page and submit the signature page in Blackboard.

- Responsibilities of the Intern
- Responsibilities of the Internship Site
- Expectations Site May Have of Student
- Expectations Student May Have of Site

*The information provided in the aforementioned documents, in no way encompasses every aspect of your internship experience. Discuss with your site supervisor specific expectations and responsibilities that may not appear here.

WEEKLY TIME LOG TEMPLATE

Give a copy of the blank time log and a copy of the sample time log to your supervisor so he or she can get familiar with the document before needing to sign it. This document will be available to you in Blackboard. Ensure he/she understands about the points to award you each week. It is very important. Your internship supervisor should consider the following when determining your rating: professionalism (appearance, showing up when scheduled), attitude, complexity of tasks completed, ability to follow through, initiative, and progression. The time log must be typed. You should use the weekly training log to track the time you spend onsite as well as the tasks and activities you perform from day to day. When listing the tasks you completed, be specific. You and your supervisor must sign it and date it. Scan it and then post it at the appropriate assignment link provided in Blackboard.

WEEKLY SELF EVALUATION

Weekly, you will prepare a memorandum addressed to your instructor which evaluates your work activities and performance. The memorandum should not be a mere rehashing of what's on your training log; it should be evaluative of your overall experiences. It is okay to express negative thoughts and feelings; be sure you are tactful and that you substantiate your concerns.

Submit your Weekly Self-Evaluation Memorandum along with your Weekly Training Log in the appropriate Blackboard link and by the specified due dates. (If you use a template, be sure you adjust any elements that do not meet standard industry formatting. For instance, all headers should be in bold caps, but many templates do not use all caps. That's something you'd need to change.) Your instructor will check for formatting, content, and writing mechanics. Points will be deducted for errors in any of those three areas.

END OF THE COURSE AND INTERNSHIP

At the end of the course and your internship, you will be required to write a reflection paper and complete a two additional forms. These are exit evaluation forms for you and for your site director to complete. These forms will be provided to you inside Blackboard.

PERSONAL CHARACTERISTICS TO HELP YOU GET OFF TO A GOOD START

GUIDE TO A SUCCESSFUL INTERNSHIP

As an intern you are guided by expectations from your educational institution, your funding agency, and your internship site organization. Throughout the course we will be discussing attitude and the importance of working congenially with other people.

You should treat the internship as if it is a job, giving it the time and energy you give your job. And in many cases the internship is your job. You will ask to be allowed to learn new tasks and responsibilities that would be valuable to the organization and to your professional development.

Appearance is extremely important to a person's success in an internship and in a career. Personal hygiene is extremely important. A person who smokes should be especially careful that the smoke odor does not follow into the workplace.

New clothes are not necessary, but clothing should be clean and neat. Clothes that might be appropriate at a dressy party are probably not appropriate at work. Clothing should not be revealing or suggestive. Slogans should be avoided. Research online to get an idea of appropriate professional dress or ask your work site representative. Typically only management requires "professional" attire; most positions require "business casual."

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| INTEGRITY | To act according to a sense of what's right and wrong |
| INITIATIVE | To do something because it needs to be done, even without being instructed to do it |
| PERSEVERANCE | To keep at it beyond frustration and setbacks |
| ORGANIZATION | To plan, arrange, and implement in an orderly way; to keep things orderly and ready to use |
| SENSE OF HUMOR | To laugh at yourself when appropriate and laugh with others in harmless fun |
| EFFORT | To do your best |
| COMMON SENSE | To use good judgment |
| PROBLEM-SOLVING | To create solutions for difficult situations and everyday problems |
| RESPONSIBILITY | To respond when appropriate; to be accountable for your actions |
| PATIENCE | To wait calmly for someone or something |
| COOPERATION | To work together toward a common goal or purpose |
| CARING | To feel and show concern for others. |

ADDITIONAL POINTS TO CONSIDER WHEN BEGINNING A NEW INTERNSHIP

- ❖ Ask your worksite supervisor about dress code. Be sure you comply.
- ❖ Be sure you inform your worksite supervisor of your schedule. A written schedule is a good idea. If you need to miss a day or if you are late, be sure to clear it ahead. If you cannot clear ahead, be sure to talk with the supervisor as soon as you can to let him or her know why you were late or absent.
- ❖ Find out the policy for answering phones if that is part of your job. Know how to use the phone system so you will not be cutting off customers accidentally. Know the correct greeting for on-the-phone and for in-person.
- ❖ Know and abide by the office rules for personal use of the phone. Most offices will allow personal calls if they are brief and important. Chatty gossiping on the phone is not professional and should not be done even if other workers in the office do it.
- ❖ Find out where the supplies are kept and replace supplies as you see there is a need. This thoughtfulness will make a good impression on busy co-workers.
- ❖ Ask about procedures, computer usage and responsibilities, information handling, and the company policy addressing whether or not there can be food or drink in the work area.
- ❖ Know the location of the restroom and break room from the first day you work. Know the policy for taking a break.
- ❖ Always ask if you are unsure of where something is or how to do something. Most supervisors and co-workers would rather answer questions than to find that something is left undone or has been done incorrectly.

RESPONSIBILITIES OF THE INTERN

- To demonstrate proficiency in the performance of tasks related to the student's degree plan. Specific tasks will be determined by the supervisor and student in accordance with the functions and practices of the office/facility.
- To understand that the intern is not entitled to a job at the conclusion of the training period.
- To understand that the intern is not entitled to wages for the time spent in training.
- To understand that interns will not displace regular employees but rather work under their close supervision.
- To know and show respect for privileged and confidential information.
- To start activities promptly, maintain an orderly work area, organize workload and follow established organizational/company policies and procedures.
- To complete routine tasks within acceptable limitations and time and to ask for specific instructions if needed.
- To apply classroom knowledge to the workplace setting, approach assignments with confidence, and be adaptable to working with others.
- To maintain a neat personal appearance and hygiene as appropriate for the workplace.

EXPECTATIONS THE STUDENT MAY HAVE OF THE INTERNSHIP SITE

- To monitor student's proficiency in performance of entry level tasks in an information technology environment and give final determination of whether the student passes or fails the internship course.
- The training, even though it includes actual operation of the facilities of the employer, must be similar to that which would be given in an actual work situation.
- The training must be for the benefit of the student.
- The student will not displace a regular employee but rather work under close supervision of regular workers.
- The internship site that provides the training must derive no immediate advantage from the activities of the students, and on occasion the site's operations may actually be impeded. When an intern is also employed at the site, this does not apply.
- The internship site understands that the student is not necessarily entitled to a job at the conclusion of the training period.
- The internship site understands that the student is not entitled to wages for the time spent in training, unless the internship is done as a part of the student's normal job.
- The internship site supervisor will review and finalize the student's objectives and tasks list and will review and approve weekly training logs.
- Specific tasks will be determined by the supervisor and the student in accordance with the functions and practices of the office/facility.

RESPONSIBILITIES OF THE INTERNSHIP SITE

- To monitor and evaluate the intern's proficiency in performance of tasks related to the student's degree plan and give feedback through the weekly time log.
- The training must be similar to that which would be given in an actual work situation.
- The training must enhance the student's skill and knowledge.
- The intern will not displace a regular employee but rather work under close supervision of staff.
- The internship site that provides the training must realize that this is a learning experience for the student.
- The internship site understands that the intern is not entitled to a job at the conclusion of the training period.
- The internship site understands that the intern is not entitled to wages for the time spent in training.
- Specific tasks will be determined by the supervisor and the student in accordance with the functions and practices of the office/facility.

Statement of Understanding Signature Page

Initial on the lines provided below, signifying that you have read each document and that you fully understand the implications of this internship experience.

- _____ Responsibilities of the Intern
- _____ Responsibilities of the Internship Site
- _____ Expectations Site May Have of Student
- _____ Expectations Student May Have of Site

By signing this document, you further acknowledge that the information provided in the proceeding documents in no way encompasses every aspect of your internship experience. Discuss with your site supervisor specific expectations and responsibilities that may not appear therein.

Student Signature

Date

Student Printed Name

INTERNSHIP AGREEMENT

between

Site Name and Address

and

CENTRAL TEXAS COLLEGE

COMPUTER INFORMATION TECHNOLOGY & SYTEMS DEPARTMENT

PURPOSE: The purpose of this agreement is to establish parameters within which _____, a student (hereinafter called the Student) of the Central Texas College Computer Information Technology & Systems Department (hereinafter called the Department) shall be permitted to perform educationally related work assignments at:

(hereinafter called the work site).

OBJECTIVES: This agreement is intended to: (1) bring about a stronger relationship between the efforts of educators and the occupational needs of industry and the students; (2) provide opportunities for students to become involved in early career exploration as a basis for making realistic decisions regarding their future careers; (3) provide exposure to the work environment as a means of encouraging students to develop good work ethics; (4) encourage student interest in new or developing occupations and professions; and (5) support affirmative action programs, through a career awareness approach.

SCOPE OF STUDENT PARTICIPATION: No Institutional limit shall be placed on the number of students who may participate under this agreement. Participation shall be available to the extent the worksite is capable and willing to establish mutually agreeable internship arrangements.

INTERNSHIP SCHEDULES AND DURATIONS OF ASSIGNMENTS: Individual assignments shall be agreed upon by the Student and work site representative and subject to approval of the Department. The maximum length of this program is no more than 16 weeks and must consist of a minimum of 192 clock hours and a maximum of 288 clock hours worked at or for the work site for each student.

STUDENT ELIGIBILITY REQUIREMENTS: The Department shall determine basic eligibility requirements for students' participation in this program. Those requirements will ensure that participants meet federal, state, or local minimum age restrictions for the employment of minors.

EQUAL EMPLOYMENT OPPORTUNITY: Eligible student candidates for this program shall receive equal consideration for participation without regard to race, creed, color, gender, age (other than legal minimum), national origin, non-disqualifying physical or mental conditions, or any other non-merit reasons.

STUDENT PLACEMENT ARRANGEMENTS: The Student will identify a work site that has a work environment which would be most conducive to the student's development. The Student will coordinate with work site officials to arrange a satisfactory assignment. The Student will notify the Department and the work site representative of any change in student status. The work site representative will notify the Department representative of any intent to release a student.

STUDENT REMOVAL FROM PROGRAM

Individual student participation in this program may be terminated for cause presented by formal representatives of either party of this Agreement upon written notification to their counterpart representatives.

PRINCIPAL PROGRAM REPRESENTATIVE: In the routine administration of this program, the work site will be represented by the Work Site Representative's designee. The Department will be represented by the Department Chair. These representatives will assure that the provisions of this agreement are properly carried out and notify the signatory authorities of any need for program changes.

STUDENT STATUS WHILE WORKING: Students participating in this program will fall into the following category:

The following criteria must be met in accordance with U.S. Department of Labor, 10b11(b) of the Wage-Hour Field Operations Manual for a "non-employment" relationship:

- a. The training, even though it includes actual operation of the facilities of the worksite, is similar to that given in a vocational school;
- b. The training is for the benefit of the students;
- c. The students do not displace regular employees but rather work under close observation of the worksite representative or his/her designees;
- d. The worksite derives no immediate advantage from the activities of the students, and on occasion its operations may actually be impeded;
- e. The students are not necessarily entitled to a job at the conclusion of the training period; and
- f. The worksite and the students understand that the students are not entitled to wages for the time spent in training (10b11(b) of the Wage Hour Field Operations Handbook)

NOTE: Students in this category are not entitled to any benefits other than those provided under provisions of 28 U.S.C., 2671 THROUGH 2680 (Federal Tort Claims); and Title 5, U.S.C. Chapter 81 (Workers Compensation).

ATTENDANCE RECORDS: The Department will provide attendance and other forms and instructions for documenting attendance for all students for whom such data is required.

STATUS OF AGREEMENT: This agreement shall remain in effect indefinitely, unless superseded or terminated. Either party to this agreement may terminate these provisions upon ten calendar days written notification to the other party. Revisions to this Agreement shall be effective only if made in writing and signed by all parties.

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|---|-----------------------|---------------|
| _____ Signature of Work Site Representative | _____ Printed Name | _____ Date |
| _____ Signature of Departmental Representative | _____ Printed Name | _____ Date |
| _____ Signature of Student | _____ Printed Name | _____ Date |

EQUAL EMPLOYMENT OPPORTUNITY STATEMENT

This certifies that we are in compliance with the Equal Employment Opportunity Commission Guidelines and Federal Civil Rights Legislation and do not discriminate on the basis of race, color, national origin, sex, handicap, or age as an employer.

Company Name

Company Address and Phone Number

Company Representative Name

Company Representative Signature

Date

EXPECTATIONS THE INTERNSHIP SITE MAY HAVE OF THE STUDENT EMPLOYEE

Expectations the internship site may have of the student employee include but are not limited to the following:

- To demonstrate proficiency in the performance of entry level tasks found in the work environment. Specific tasks will be determined by the supervisor and student in accordance with the functions and practices of the office/facility. To understand that students are not necessarily entitled to a job at the conclusion of the training period.
- To understand that students are not entitled to wages for the time spent in training. If employed at the site, the student must work outside normal paid hours on this internship.
- To understand that students will not displace regular employees but rather work under their close supervision. If the site is the student's normal workplace, the organization is not required to allow the student to fall short on the normal work requirements in order to achieve learning that comes with the internship.
- To know and show respect for privileged and confidential information.
- To start activities promptly, maintain an orderly work area, organize workload and follow established organizational/company policies and procedures.
- To complete sophisticated routine tasks within acceptable limitations and time.
- To apply classroom knowledge to the workplace setting, approach assignments with confidence, and be adaptable to working with others.
- To maintain neat personal appearance and hygiene as appropriate for the workplace.

INTERN INFORMATION SHEET

STUDENT CONTACT INFORMATION

NAME:

PHYSICAL ADDRESS:

MAILING ADDRESS:

HOME PHONE:

CELL PHONE:

EMAIL:

INTERNSHIP SITE INFORMATION

INTERNSHIP SITE:

SITE ADDRESS:

SITE SUPERVISOR:

SUPERVISOR'S PHONE:

SUPERVISOR'S EMAIL:

STUDENT CLASS SCHEDULE

List your current class schedule, including this internship.

| Course Name & Course Number | Days | Times | Instructor |
|-----------------------------|------|-------|------------|
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STUDENT INTERNSHIP SCHEDULE

| Monday | Tuesday | Wednesday | Thursday | Friday |
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