NSU School of Business
The BBA Program

**BUS 498 Internship**

Congratulations on commencing your internship! There are many purposes of an internship in the undergraduate business program. The following lists just a few.

* An internship helps you to sample real-life work settings, and use them as laboratory opportunities to apply your knowledge gained throughout the program
* An internship helps you to learn new skills as well as to hone existing ones, particularly those related to time-management, interpersonal skills, organizational skills, communication skills, etc.
* An internship helps you to transition from a nurtured state to one in which you have much greater control
* An internship allows you to prove yourself
* An internship allows you to begin building your professional network

You will complete your internship under the supervision of an assigned faculty member. Your internship supervisor will be assessing your effort, performance and success, based on your meetings and a report that you will have to submit. To enrich your internship experience, your supervisor will be helping you in many ways such as

* Assisting you in acquiring / sharpening skills that are required at work
* Guiding you as you adjust in a work-setting and learn to achieve work-life balance
* Encouraging you to exercise professionalism in all your conduct
* Assisting you in your reflection on the internship experience, and encouraging you to use that in shaping your career plan

Internship deliverables

* Report
	+ You may choose any structure for the report, however you must cover the following:
		- A brief overview of the organization, the department and the people
		- Your assignment and your contribution to the organization
		- What lessons you have learned from your internship experience
		- Your interaction with your supervisors and coworkers
		- How you have dealt with any difficulties you may have encountered
		- Differences between your expectations and what you experienced
		- How this internship has influenced your career plans
		- If you had to redo this internship, what you would do differently
* Weekly Journal
	+ You will need to maintain a journal: a file of weekly notes on your internship experience. Every weekend, you should email that week’s notes to your supervisor. Notes can be on
		- Work done
		- Learning and achievements
		- Observations / reflections
		- Notable incidents
	+ This journal should be included in the report (appendix)

You are required to submit the report within the semester in which you have started the internship. If you are unable to do so, you may request your instructor for an “I” grade. However, in that case you must submit the report in the next semester; failing to do so will result in an “F” grade and require you to re-register.

Evaluation criteria

1. Timely submission of a quality journal 15%
* A quality journal does not merely list what tasks the intern has completed. Rather, the journal plays an integral part to inspire the intern to reflect when writing the final report. Journal entries should be brief and specific.
1. Interaction with supervisor 10%
* Does the student exercise professionalism/punctuality/good communication skills?
1. Report 60%
2. Does the report provide sufficient evidence of organizational learning?
	* + Technical skills acquired (learned how to use a software, create pivot tables…)
		+ Analytical skills (judging the effectiveness of a program or initiative…)
		+ People skills (communication skills, interpersonal skills, conflict management…)
		+ Personal development (time management, professionalism, multitasking…)
3. How has the student contributed to the organization?
* Process improvement / product development / system analysis etc.
* Everyday operations
* Action research / diagnostics
* Skill or knowledge transfer
	+ (Some of the above should be quantifiable, such as sales calls made, number of customers served, etc.)
1. Does the student compare and contrast academic learning with experiential learning?
	* + What was found to be different in practice as compared to theory taught in class
		+ What was missing from academic training that could have helped at the workplace
2. Does the student provide a critical analysis of the organization and the environment?
	* + Assessment of organizational culture, work environment, department, coworkers, supervisors
* The issue of person-organization fit
* (Direct personal / ad-hominem attacks are *not* professional)
	+ - Critique the type, quality and quantity of work required to do
1. Has the student reflected sufficiently on how the internship experience should modify career plan?
	* + Motivation factors (compensation/growth prospects…)
		+ Analysis of alternatives/options
2. Report writing 15%
* Does the student use critical incidents and sufficient examples to make coherent, convincing arguments?
* Does the student demonstrate exceptional writing skills?
* Does the student show creativity, such as providing samples of work or innovative structures and layout to convey information?