

HCOM 437: INTERNSHIP PROGRAM

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Section: W 4:00 PM

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Office Hours*: M 2:15- 4:15, W 10:30-11:30

Corresponding with your instructor via email is encouraged!

(*In addition to the office hours listed above, I am available by appointment.)

Criteria for Internships:

- 1) Internships must be related to the student's major and course of study, and should be reflective of the theories and practices that they have been exposed to in the coursework that has been taken in the Department of Human Communication at CSUF.
- 2) Internship position must be related to student's future professional goals.
- 3) Internships must be supervised by an individual whose title and background are reflective of a communication professional, and whose duties are also related to the student's future professional goals.

Course Description:

During the course of each internship, students will learn about, react to, and write about their internship organization and their internship experience. HCOM 437 is designed to integrate basic communication theories and concepts presented in the required core communication courses with the student's internship work experience. Through the required written assignments, diaries, and assessments students will draw connections, using application and analysis, between their coursework and their world of work at the internship site. A goal is for students to use their internship experiences to construct and articulate new understandings of key communication concepts and theories. Students will have the opportunity to process and reflect on these new understandings in the course assignments.

Course Goals/Objectives:

HCOM 437 is designed to provide students with the experience of successfully completing an internship. In addition to performing tasks as assigned at the internship site, there are additional specific learning objectives relevant to the internship work experience and to communication concepts and theories. During the course of the internship, the student should:

- Gain insights regarding various communication principles and their related skills
- Acquire professional skills through site involvement and course participation
- Establish valuable professional contacts through networking
- Benefit the host organization through work completed
- Learn the key skills and competencies required by the internship organization

- Learn how the internship organization measures its success
- Understand the internship organization's hierarchy
- Understand the internship organization's policies and procedures
- Understand how the internship organization communicates with its constituents and key publics (both internal and external)
- Understand how communication functions in the formal and informal internship organization in terms of roles, rules, decision-making, evaluation, etc.
- Understand the importance of communication skills and interpersonal relationship skills at the internship site
- Identify, make connections, analyze, and apply communication concepts and theories from the student's communication coursework at CSUF to experiences at the internship site
- Reflect on how personal learning goals may change throughout the various stages of the internship experience

Course Requirements:

1. **Eight to ten (8-10) hours/week** on site distributed evenly across the semester.
2. **Attend** all designated class sessions.
3. **Learning contract** to be filled out by your internship site supervisor (Due by end of 2nd week). This document is an informal contract reflecting the outcome of a negotiation between the site supervisor, the intern, and the faculty internship director.
4. **Statement-of-Work** (Due by end of 2nd week)
2-3 page summary of the position, its roles and responsibilities, a list of 10-15 anticipated internship duties, and how the duties involved are reflective of the student's major/course of study and their future goals. It will also include a statement of the intern's professional goals. In addition, the student will include the marketable skills and knowledge they hope to gain, contributions they expect to make, the relationships and networks they hope to establish, and the effect this position might have on their future goals. To be included in this summary is a short 1 paragraph summary of the mission and history of the organization that is hosting the internship, as well as the name, title, phone number and email address for the communication professional that will be highlighting the internship. It will also include a description of provisions provided by the host organization (hourly pay, stipend, work space, computer, parking space, etc.). This summary will also include a statement of promise to spend 8-10 hours per week at the site as well as signature blocks for the intern, site supervisor, and faculty internship director.

5. **Site Supervisor Midterm Evaluation** (Due midterm March 7th)
Form to be filled out by internship site supervisor and returned to internship director evaluating student's performance midterm. Failure to receive the interim evaluation shall constitute grounds for a failing grade in the internship course.
6. **Student Midterm Self Evaluation** (Due midterm March 7th)
Form to be filled out by student and returned to internship director evaluating their performance midterm.
7. **Weekly Diaries/Journal Entries** (Due on Wednesday every 3 weeks beginning Feb. 14)
Completion of 5 - 2 page diaries/log sheets including hours worked, detailing the duties and tasks performed during that 3 week period, an evaluation of success or failure on those tasks/projects, and the factors that led to those successes or failures. In addition, describe how those particular duties and tasks relate to concepts and theories learned in prior CSUF communication coursework. You may email these if you choose.
8. **Site Supervisor Final Evaluation** (Due last day of class)
Form to be filled out by internship site supervisor and returned to internship director evaluating student's performance at the end of the semester. Failure to receive the final evaluation shall constitute grounds for a failing grade in the internship course.
9. **Student Final Self Evaluation** (Due last day of class)
Form to be filled out by student and returned to internship director evaluating their performance at the end of the semester.
10. **Final Report** (Due last day of class)
Completion of a 5 page summary report at the end of the term detailing the students accomplishments "on the job", highlights of completed projects, and a reflection regarding both performance and what the student has learned from this position. This report will include descriptions, observations, and feelings regarding the internship experience. The student will explain how their experience integrates with concepts, theories, and information from their CSUF coursework. They will draw connections between their coursework and the world of work experience at the internship site.

Evaluation/Grading

Areas of evaluation:

By faculty director:

- Student attitude toward internship
- Statement-of-Work
- Attendance and contribution at class sessions
- Site supervisor's midterm and final evaluations
- Weekly diary/journal entries
- Completion of hours
- Final report

By site supervisor:

- Your contribution to work at site
- Demonstration of your critical thinking and good judgment
- Your interaction and cooperation at site
- Your motivation and initiative
- Your receptivity to supervision and constructive criticism
- Your improvement and development
- Your promptness for meetings and work
- Your ability to ask appropriate questions

By student:

- My contribution to the work of the organization
- Insights I gained about the professional world
- Insights I gained about human communication
- My attitude toward learning
- My initiative
- My diligence and dependability
- My receptivity to supervision and constructive criticism
- My progress across the term

Criteria for Grading:

- 1) Successful completion of the internship, including any specifically assigned tasks, projects, and duties.
- 2) Delivery of the internship diaries/logs, which must demonstrate not only the hours that were worked, but also must include a list of accomplishments, and what was learned while completing these tasks. Student must also demonstrate knowledge of how these tasks and duties relate to communication concepts and theories as discussed in CSUF coursework. There will be a ½ grade deduction for each missing set of diaries/logs that are not turned in on a timely basis.
- 3) Delivery of the final report by the student. This report must not only highlight significant accomplishments, but also must demonstrate what the student has learned from the internship and how those skills and abilities will aid them in their future professional endeavors. The report will also be graded by how the student has linked skills and duties with CSUF coursework communication concepts and theories.
- 4) Receipt of positive midterm and final evaluations by the internship site supervisor, with an assignment of at least a grade of “C” or above.

Grade Breakdown

50% of the final evaluation in HCOM 437 is determined by the internship director and 40% is determined by the student’s internship site supervisor who will assign a grade on the final evaluation at the completion of the internship. 10% is determined by the student’s self-evaluations. The internship director uses the following point system:

Statement of Work	15
Site Supervisor Midterm Evaluation	5
Student Midterm Self Evaluation	5
Weekly Diaries/Journals	35
Site Supervisor Final Evaluation	5
Student Final Self Evaluation	5
Final Report	<u>30</u>
	100 Total Points

Students are responsible for ensuring timely completion of **ALL** forms. Students must submit all forms to the site supervisor early enough and monitor often enough to ensure timely submission.

A plus-minus grading system will be used:

- A = 94-100
- A- = 90-93
- B+ = 87-89
- B = 84-86
- B- = 80-83
- C+ = 77-79
- C = 74-76
- C- = 70-73
- D+ = 67-69
- D = 64-66
- D- = 60-63
- F = 59 & below