



Division of Business

BGEN 480 Business Internship

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BGEN 480, BUSINESS INTERNSHIP

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Course Overview Concord University – Division of Business – Internship Program
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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 communication skills, and build confidence in themselves and their abilities. Students are required to have a minimum of 120 contact hours in the internship placement over the course of the semester to earn 3 academic credits on a pass/fail basis only. Credit is awarded for the **knowledge gained, not the work completed**.

The field internship enhances and reinforces the student’s understanding of academic theory, and this experience is more than an opportunity to just earn credit hours but also to gain career-related 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 and would likely be available to you if you successfully complete an internship.

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. Realize that some Field Internship Experiences can evolve into full time positions upon graduation, so do a good job. Keep this in mind as you progress through the semester. Apply your theoretical knowledge, improve your interpersonal communication skills, and build confidence in yourself and your abilities.

In rare 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 Chair of the Division of Business.

Note: International students enrolled in a summer internship course must request that the Business Internship Coordinator write a letter of internship confirmation for the Director of Multicultural Affairs.

Course 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 pre-approved/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.

Internships must be completed within one academic semester. Students must complete the internship experience during the semester in which they have registered.

Students seeking the Associate of Office Supervision degree must complete an approved internship program.

Prerequisites: ACCT 205, BGEN 222, BEOA 220, and MGT 305, sophomore or higher class standing; 2.5 GPA earned at Concord. Available to students who have not had professional work experience (no credit for prior work). Offered only on a pass/fail basis and contingent upon the availability of appropriate placement.

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 the **Business-Related Learning Objectives** and **Placement Agreement** requirements.
- Work a minimum of 120 contact hours over the course of the semester (for 3 credit hours).
- Attend Career Center workshops, seminars and/or Business Symposia (*schedules to be announced and posted on the Division Bulletin Board on the third floor of the Rahall Technology Center or on the web at <http://academics.concord.edu/bus/symposiummain.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, in a Division of Business Symposium, of the outcomes of your experiences (*schedule to be announced*).

Logistics:

1. Complete the **Field Placement Agreement** and **Statement of Business-Oriented Learning Objectives** forms and return them to the Internship Coordinator for approval PRIOR to registering for the BGEN 480 course.
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. The internship coordinator may call and, when necessary, visit your supervisor. Contact the internship coordinator about any issues/concerns/questions that arise during the course of the internship.
5. Maintain a time sheet. This must be returned with your final paper, and must be signed by your supervisor. Remember that a minimum of 120 contact hours are required for 3 credit hours.
6. Complete a written and oral presentation about the internship (guidelines on Page 3).
7. **Grades** are assigned on a Pass/Fail basis.
 - Pages 4, 7, and 8 are to be completed by your employment supervisor.
 - Page 9 is the Grading Document that will be used by the Business Internships Coordinator 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 the internship coordinator based on your attendance and participation at the suggested Career Center seminars and symposia.

<p style="text-align: center;">Final Paper and Student Presentation Guidelines Concord University – Division of Business – Internship Program</p>
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Final Paper

Student will prepare a written final paper based on the guidelines below:

Cover Sheet

The cover sheet should include the intern's name, the organization's 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

Students 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

Students 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

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

Suggested length – 3 to 5 pages

Problem Solving

Students 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 student 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, double-spaced, with standard margin settings.

Formal Presentation

- Students are required to make a formal presentation during a scheduled symposium for faculty, students, staff, and guests of the Division, and the intern should plan to utilize the presentation technology available. There should be time for questions and discussion by the audience at the conclusion of your presentation. Archive internship presentations are available online, and employers are welcome to view the final Internship presentation at <http://www.concord.edu/academics/business/current-students/business-internship-program> .

Employer Field Placement Agreement Concord University – Division of Business – Internship Program

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 Internship Coordinator. If the organization’s expectations differ from the Internship 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.
- Provide input to the Business Internship Coordinator in order to make a fair appraisal of the student’s work.
- Assign to the student new responsibilities as seemed 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 duties in an honest and conscientious manner.
- Maintain the integrity of confidential materials and information of the organization.
- 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 Internship Coordinator agrees to:

- Visit the cooperating organization as needed.
- Communicate with the cooperating organization via phone to monitor student progress.

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

Student Signature _____	Representative Signature _____
Printed Name _____	Printed Name _____
Address _____	Representative’s Title _____
Phone _____	Organization _____
	Address _____
	Phone and Fax _____
E-mail _____	E-mail _____

Division of Business Internship Coordinator _____ Date: _____
Signature

EMPLOYER: Please return completed form to the address below. Retain a copy for your files.
 Susan Robinett, Division of Business Internship Coordinator
 Concord University Campus Box 90, PO Box 1000, Concord University, Athens, WV 24712
 304-384-5321 or 1-800-344-6679 x 5321 or (fax) 304-384-6236 ; email robinett@concord.edu

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

The Division of Business does not send specific learning objectives to organizations with which 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. You may want to use 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 Internship Coordinator to discuss your concerns

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 team work 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 entrees for all receipts and disbursements.
- be responsible for monthly bank reconciliations 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 Excel 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.

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 Excel.
- 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.
 - reconciliations 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 departments' 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 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 cases (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 Field Placement Student Learning Objectives Agreement

Concord University – Division of Business – Internship Program

To the **EMPLOYER**: Please return completed form to, Susan Robinett, Division of Business Internship Coordinator, Concord University Campus Box 90, 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 Internship Coordinator in order that the student earns three credit hours which are equal to one course for a semester. It is important that the stated learning objectives demonstrate incremental or new learning.

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

The learning 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.

LEARNING OBJECTIVES: Please be specific--attach additional sheet(s) as needed.

1. _____

2. _____

3. _____

4. _____

5. _____

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

Concord University – Division of Business – Internship Program

To the Employer: Please return completed form to, Susan Robinett, Division of Business Internship Coordinator, Concord University Campus Box 90, P.O. Box 1000, Athens, WV 24712 within one week of completion of the internship or at least three days prior to the end of the semester, whichever is first. The Internship Coordinator will 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 field placement learning objective as submitted at the beginning of the semester. Attainment of the 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 list and rate the student's accomplishments achieved during the internship using the following scale:

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

***Attach additional sheet(s) if necessary to evaluate objective.**

	*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 during the Internship Placement. Use additional sheets as necessary.

Grading Document

Concord University – Division of Business – Internship Program

To be completed by the Internship Coordinator

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

- _____ 1. Completing the **Employer Field Placement Agreement** and **Employer Field Placement Student Learning Objectives Agreement** on Pages 4 and 7 and returned them to the Internship Coordinator 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 Internship Coordinator about 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 with the final paper and was signed by the employment supervisor.
- _____ 6. Following student written/formal presentation guidelines on Page 3.

Grade Determination

- 40% of the grade is based on the achievement of Business-Oriented Learning Objectives, specified by the employment supervisor.
- 40% of the grade is based upon the written report and formal presentation.
- The remaining 20% of the grade is determined by the Internship Coordinator, based on student attendance and participation at the suggested Career Center seminars, business symposia, and other factors.