

## Course Syllabus

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Internship in Management (MGMT 575)



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Don't miss out on an opportunity to expand and develop your career pursuits. Internships provide work experience to accompany formal education. Internships many times turn into permanent work positions. All students are encouraged to complete an internship (or more than one) during their degree pursuits. Internships are available within private, public, or nonprofit organizations.

### Service-learning Component

Management 575 is now offered with a service-learning component and is designed to enhance the academic environment by connecting students with community service opportunities. Community service unites classroom obtained knowledge and skills to real-world applications. Students that participate in community service contribute to the many and varied attributes of civic functions that incorporate diversity, social responsibility, and ethical actions. All students in MGMT 575 are provided opportunities to add value to the community by helping to orchestrate and provide services to nonprofit organizations within their assigned internship positions. As stated in California State University's Website, "Service-learning is a Community University Partnership (CUP) . . . campus-wide initiative developed by California State University at San Bernardino to build and advance partnerships that service the counties of San Bernardino and Riverside."

***All internships, private, public, and nonprofit are designed to bridge the gap between academic studies and "real-world" work experience.***

*Please see the attached materials for further course information, objectives, and requirements.*

## Course Information

Enrollment in MGMT 575 is open to all undergraduate and graduate majors within the School of Business and Public Administration. However, MGMT 575 is a restricted course; which means, *pre-approval is needed from the Management Internship Faculty Advisor before admission is granted.* It is advised that students complete 15 units in their concentration of study **before** applying for an internship.

At the Palm Desert Campus, internship enrollment is only offered during the fall term. However, on the San Bernardino Campus internship enrollment is offered year-round. If a Palm Desert student has an internship opportunity during other times of the year, the student should feel free to speak with their advisor. Enrollment in a San Bernardino section is usually possible. To take MGMT 575 undergraduate students must have a GPA of 2.5 or above and graduate students must have a GPA of 3.0 or above.

The internship experience is designed to bridge the gap between academic studies and practical “real world” work applications. The integral components of this course encompass the skills, knowledge, and abilities needed for students to achieve a marketable career advantage. Completing an internship as a Service-learning project or in a traditional format helps train students to effectively contribute to the multifaceted, diverse, technological, competitive, international work environments of today's knowledge-based societies. The key factors for success in today's competitive global organizations are education and work experience. Therefore, MGMT 575 is a must for any student seeking to succeed in a business management career. In accordance, all students are encouraged to complete an internship (or more than one) during their degree pursuits.

Internships provide work experience to accompany formal education. Internships many times turn into permanent work positions. Internships can be the “in” needed to obtain full-time employment. Service-learning projects provide an opportunity to help non-profit organizations help others. With all of these perks, completing an internship provides students with many advantages.

The Department of Management, the Inland Empire Center for Entrepreneurships, and Community University Partnerships, oversee the activities for this course. Some internships are paid while others are not. Successful completion of MGMT 575 requires 150-200 working internship hours in an industry streamlined to the student's specific concentration of study. Students will also be required to complete necessary course forms, evaluations, and a 10 page final report.

In some instances, students can use their current employer to fulfill an internship requirement. To do so, the student must contract a project with their employer that goes above and beyond their regularly assigned work duties. If a student is interested in completing an internal employment internship, they should discuss this employment project with their advisor to obtain project consent.

## Program Benefits & Blackboard

The Internship Program is of mutual benefit for students, employers, and the University.

For students, the internship provides realistic exposure to business environments where professional obligations apply classroom obtained skills. The internship benefits businesses by allocating provisions for fresh motivated part-time employees, new developments, concepts, and methods. The University is enhanced by the addition of “real-world” components to its curriculum and heightened community recognition.

For ease in accessibility and instructor contact, Management 575 is offered in a hybrid format. The course materials are posted online within a Blackboard Platform. To access this Platform visit:  
<http://blackboard.csusb.edu/webapps/login/>.

To access the site as a guest click “Preview.” Click “Courses Tab” and enter **MGMT 575** in the Course Search Box, now click “GO.” Open the hyperlink with your instructor's name. Be advised, *access to course content is limited as a guest.*

Once a student is officially enrolled in the course, they should follow the default guidelines to access Blackboard: Your user name is your CSUSB Student Identification Number\* (Full 9 digits). The password is your CSUSB Student Identification Number\* (Full 9 digits). An example would be:

- Joe Student 123456789
- User name: 123456789
- Password: 123456789

Students can look up their CSUSB ID number online by following these steps:

1. ID numbers appear on the back of Coyote One cards
2. Go to [https://info002.csusb.edu/studentinfo/access\\_static.html](https://info002.csusb.edu/studentinfo/access_static.html)
3. Enter 6 digit PIN (default is the date of birth in MMDDYY format)
4. Click on Submit

Since MGMT 575 is a nontraditional course (students do not meet with the instructor on a regular basis in a classroom environment) communication between the student and instructor can be obtained through the Discussion Board within Blackboard.

All course forms and documents are posted on Blackboard. Should you need extra copies of any course materials, print them from Blackboard. Accessing Blackboard with Internet Explorer prevents formatting errors on posted course documents from occurring. Other browsers such as FoxFire and Netscape are not always compatible with Blackboard. Worth mention, all course documents are posted on Blackboard in a Word and PDF format. Online materials for this course are the property of the instructor and CSUSB. Documents in this class should not be copied to the Internet or other PC's at any time. Any students caught doing so will face academic discipline.

For students that are not already familiar with how to use Blackboard, the course provides instructions for use and implementation. Features within the platform allow students to communicate with each other through the implementation of provided online discussions forums and chat-rooms. The exchange of information is a critical success factor for this course.

*Computer savvy students, Blackboard masters, and experienced distance learners—feel free to help others out! Learning is always a shared experience--especially in cyberspace*

## Business Agreement

Almost all private business firms, public agencies, and nonprofit organizations, are suitable for student intern positions. However, organizations are at times screened to ensure quality training and experience for students. Internships come from many and varied sources inclusive of the student. When accepting an intern for work, the site supervisor of the businesses/organizations must agree to provide CSUSB the following:

1. An application of participation
2. Internship flyer to IECE
3. Wholesome and safe work environments
4. Orientation, guidance, and training
5. Internship goals and objectives to the advisor
6. Ending performance appraisal
7. Two evaluation feedback conferences
8. An instructional on-site visit

All organizations interested in participating in either a traditional or service-based internship are requested to contact the Campus Internship Coordinator, the Inland Empire Center for Entrepreneurship Office, or Community University Partnerships. Every attempt will be made to match student interests and capabilities with the needs of the

host business/organization. In some instances, businesses/organizations should be prepared to accept a student with interests which may not be an exact match to their job requirements.

## Forms and Assignments

Management 575 requires students to complete and submit many forms and assignments at different time periods during the quarter. All forms for the course are on the supplemental Blackboard platform with all assignment instructions. Students should check Blackboard's gradesheet at intervals throughout the quarter to make sure all forms and course requirements have been received and credit for these elements has been allocated. The following lists forms, assignments, and associated due dates:

1. Student Agreement Form (Due at Start of Internship, Weeks 1 & 2 or before)
  - Print 3 copies: (1) Faculty Internship Coordinator, (2) CBPA Internship Office, and (3) Your Records
2. Request for Internship w/Current Employer (If applicable, Due Weeks 1 & 2 or before)
  - Print 3 copies: (1) Faculty Internship Coordinator, (2) CBPA Internship Office, and (3) Your Records
3. Employer Information Form (Due Weeks 2)
  - Print 3 copies: (1) Faculty Internship Coordinator, (2) CBPA Internship Office, and (3) Your Records
4. Student Information Form (Due Week 2)
  - Print 3 copies: (1) Faculty Internship Coordinator, (2) CBPA Internship Office, and (3) Your Records
5. Goals and Objectives Form (Due Week 2)
  - Print 3 copies: (1) Faculty Internship Coordinator, (2) CBPA Internship Office, and (3) Your Records
6. Confidentiality Form (Due Week 2)
  - Print 3 copies: (1) Faculty Internship Coordinator, (2) CBPA Internship Office, and (3) Your Records
7. Employer to Student Evaluation Form (Due Week 5)
  - Print 2 copies: (1) Faculty Internship Coordinator, and (2) Your Records
8. Check-in Assignment (Due Week 5)
  - Post to Blackboard
9. On-site Visit/Teleconference--Employer Directions & Phone Contact (Due Week 5)
  - Post to Blackboard
10. Final Report (Due Week 9-10)
  - Print 2 copies: (1) Faculty Advisor, and (2) Your Records
11. Self-Evaluations Form (Due Week 9-10)
  - Print 3 copies: (1) Faculty Internship Coordinator, (2) CBPA Internship Office, and (3) Your Records
12. Business Evaluation Form (Due Week 9-10)
  - Print 3 copies: (1) Faculty Internship Coordinator, (2) CBPA Internship Office, and (3) Your Records
13. Timesheet (Due Week 9-10)
  - Print 3 copies: (1) Faculty Internship Coordinator, (2) CBPA Internship Office, and (3) Your Records
14. Thank-you Letter Assignment (Due Week 9-10)
  - Print 3 copies: (1) Faculty Internship Coordinator, (2) Participating Employer, and (3) Your Records
15. Class Presentation (Due Week 10)
  - Complete in one of your classes, notify internship coordinator by e-mail of class date and time this presentation was completed. Include this course's instructor's name.

## Participation Steps

**(Steps 1-5 must be completed in a timely manner before or during the first 2 weeks of the quarter.)**

**Step 1: Registration Approval** (Contact the advisor via e-mail or with a scheduled office appointment.)

**Step 2: Complete 1<sup>st</sup> Notification Forms-Student Agreement and Student Notification--submit to advisor.** (Document and further instructions are located on Blackboard.)

**Step 3: Once approved, get enrolled for your internship.**

**Step 4: Meet with your internship advisor.**

**Step 5: Complete these Forms: Employer Information Form, Student Information, Goals and Learning Objectives, and Confidentiality Agreement.** (Documents and further instructions are located on Blackboard.)

**Step 6: Review all miscellaneous information and forms available on Blackboard.**

**Step 7: Attend a CSUSB Internship Orientation** (For PDC students' orientation is optional).

**Step 8: Complete required mid-term assignments: Employer-evaluation, Updates, and On-site Visit/Teleconference.** (Documents and instructions are located on Blackboard.)

**Step 9: Complete required final assignments and forms: Ten Page Report, Self Evaluation Form, Business Evaluation Form, Thank-you Letter, and Timesheet.** (Documents and further instructions are located on Blackboard.)

**Step 10: With an instructor's permission, make a brief internship class presentation in one of your other classes. Notify the faculty coordinator via e-mail of presentation completion.**

*Final grading for Management 575 is on a "C" or "NC" format. To receive credit for the course all requirements must be met. Failure to submit completed forms at the start or end of the quarter, and/or not complete internship hours or duties as specific on course documents, could delay receiving a final grade for the class, and/or result in the student receiving an "NC" as a final grade.*

## Internship Journal

It is suggested that MGMT 575 students keep track of their learning objectives and internship activities by writing entries in a weekly journal. A journal is a great way to log weekly internship events. It is also a means to analyze or reflect on the activities being performed and new skills acquired. Recording weekly entries in a journal will help students organize needed information to complete their final course report. Use the following as a guide to help you decide what information to include, discuss, and analyze in your weekly journal entries:

- Job Description
- Position Responsibilities
- Personal Objectives
- Organizational Setting
- Organizational Structure
- Leadership Roles
- Course Concepts/Theories
- Clients and Customers
- Decision Making
- Work Environment
- Company Culture
- Group Work
- Company Competitors
- Internal/External Variables
- Personal Observation
- Positive Events/Attributes
- Negative Events/Attributes
- Skills, Knowledge, and Abilities

## Final Project

Upon completion of the internship, all students are required to write a 10 page final report. This paper should be submitted with all final paperwork (see above list) and forms for this course. The format for this document should be generated on a word processor and double-line spaced.

### Report Part One

The final report for internship in management should include:

- Report Cover
- Table of Contents
- Body (with headings)
- Work Cited
- Appendices (if applicable)

### Report Part Two

The body of this report should include the following analysis and information described in detail:

- Overview the content of the report.
- State the name of the business you interned with.
- Identify the type of business or agency.
- Provide a brief history of the organization.
- What division or unit were you assigned?
- Identify the people and their titles that worked with you.
- What goals did you accomplish during your internship?
- List internship objectives met.
- Describe your internship duties and responsibilities.
- What challenges did you encounter during your internship.
- How did you resolve internship challenges?
- Discuss your relationship with supervisor(s) and co-workers.
- Which specific theories and concepts from which specific courses did you apply? (Provide citations.)
- What lessons did you learn from this practical experience?
- Would these lessons have been hard to learn in merely a classroom?
- Did you network with management, and how?
- What were the best and worst experiences of your internship?
- Provide a succinct conclusion summarizing the key points of this report.

One objective of the internship program is to provide students with meaningful work assignments in a professional setting. With this statement in mind, complete the next part of the report.

### Report Part Three

This section will be carefully reviewed by administration, be thorough when completing this section of your report. Examine the overall quality of your internship performance by answering the following six questions:

1. As a result of your internship, will you change any part of your education path or major?
2. Would you recommend taking an internship to fellow students?
3. Based on your response for the previous questions, why or why not?
4. What are your suggestions for improvements to the internship program?
5. To what extent were you utilized in this internship?
6. Was your internship paid, if so, was the pay commensurate to the duties performed?

All San Bernardino students should submit their final paperwork and report to the Department of Management (JB461). All Palm Desert students should submit these documents to the receptionist in the Roger's Gateway Building.

**Notes:**

