

Santa Monica College

Student
Internship
Internship

Handbook
Success



p h o n e 310▪434▪4337 PE102

Important Dates¹

Dates to remember to turn in work or forms to the Internship Program.

Material To Turn In	Approximate Time Due	Date Due (Please fill in)
Forms 1 & 2	Before enrolling.	
Rough Draft of Learning Objectives	Before enrolling.	
Form 3 Learning Objectives Contract	Before enrolling.	
Time Sheet 1	About 6th week of school.	
Time Sheet 2	Before final exam schedule begins.	

Student's Name _____

Student ID # _____

Internship Class _____

Internship Program Telephone (310) 434-4337,
 Career Services Center, Admin. Complex 103.

¹ Revised 8/02

Student Internship Handbook

Table of Contents

Important Dates	1
Table of Contents	2
Your Internship Experience	3 - 8
What is an internship?	
Why do an internship?	
What should your employer expect of you as an intern?	
What can you expect of your internship experience?	
How can you get the most out of the internship?	
Internship Program Details	9 – 23
Internship Class Activities Checklist.....	10
Work Hour Requirements	11
Grading Criteria	12
Learning Objectives Module.....	13 - 23
Appendices	24 – 40
Types of Internship Programs & Requirements	25
List of Internship Classes.....	26 - 27
Internship Program Forms	28 - 32
Form 1 Internship Application.....	28
Form 2 Student Agreement.....	29
Rough Draft of Learning Objectives	30
Form 3 Learning Objectives Contract.....	31
Intern Timesheet	32
Learning Objective Samples	33 - 39
Notes	40

The *Student Internship Handbook* was prepared by Judy White, M.S., Internship Program Coordinator, with the assistance of Ana Greenberg, M.A, CalWORKs Employment Specialist, Victoria Rothman, M.S., Faculty Leader, Career Services Center, spring, 2001 and revised 8/02.

Your Internship Experience



Student Internship Handbook²

Your Internship Experience

What is an internship?

An internship is an experience where students, while enrolled in college, can gain realistic learning experiences through work. The internship must have educational value for the students employed. The work experience may be paid or unpaid.

For students enrolled in an internship class, there is no 'class' as such. Your class time is spent at your internship site. Students are required to work a minimum number of hours to receive college unit credit. See Work Hour Requirements for details, page 13.

Santa Monica College staff and college instructors coordinate the Internship Program. For questions about the program, contact the Internship Program staff in PE 102, at (310) 434-4337.

Why do an internship?



What's the sense of an internship anyway? Why not think strictly of school now and your career later? You've got enough to worry about as it is! Wouldn't it be cheaper to hurry and finish school, then become a fulltime professional? Why divert energy to the working world now?

What does an internship do for you anyway?

Huge advantages...

Get a head start into your field...

A key advantage of an internship is to gain experience in order to break into a field. Many employers will hire only experienced people. That leaves new college graduates trying to figure out how to begin in their chosen fields. Participating in an internship is one way around this obstacle.

² All information presented in this handbook applies to Cooperative Work Experience students, unless otherwise stated.

Huge Advantages... (Con't)

Explore a career

Are you trying to figure out what you want to do with your life? How can you know for sure? You can take a class and see if you like a type of career. You can read about careers or hear somebody talking about what they do. These are all great things to do. But the experience of actually doing a job and seeing what it is like from the inside is incomparable.



Pay attention to how it feels. Is the work environment interesting, or exciting? Do you like the type of people working in this setting? Do you like the work tasks you will be doing once you are a professional?

Improve how well you do as a college student

That's right! You are likely to improve your college grades and level of achievement. This is how it works: A career goal is like "chocolate sundae". Some people will work harder if a chocolate sundae is offered as a reward. In the same way, a career goal is like a chocolate sundae in that it motivates some people to perform better and to stay in school to achieve a desired goal.

Another way that the internship may improve your class performance is that classroom curriculum may become more meaningful. Material that you are learning in class may relate to your internship assignments. This may help you see the value of your class lessons.

What else can an internship do for you?

Provide references. When you are an intern at a company, people get to know you and your work. They may take a personal interest in you and your career. When it comes time to look for a job, these individuals can act as references for you. They know the quality of your work, your work habits, and your interpersonal style.

Make contacts for your future. The people you meet at your internship are potential networking contacts. These people can introduce you to others in your field that may have opportunities that are just right for you.

Lead to a higher salary. When you take the time to complete an internship, you gain valuable experience. This experience can justify asking a future employer for a higher rate of pay than if you were applying for the job with no experience. You can explain to your future employer that you have gained specific skills on the internship and

What else can an internship do for you? (Con't)

probably will not require as much training as somebody who has not completed an internship.

May turn into a job. Some employers use the internship as a way to evaluate potential new employees. You can never assume that an internship will turn into a job, even if you are a wonderful intern, but it is sometimes a possibility.

What should your employer expect of you as an intern?

Be a terrific intern...

Dress appropriately: Pay attention to what you wear and how you look. Your appearance can make or break your internship. There is an expectation that you will blend into a professional business environment. Take notice of what your colleagues are wearing and try to wear something compatible.



Pay attention to your attitude: You should radiate an attitude of “Yesssss! I’m so pleased to be here to learn all I can.”

Be attentive: You are there to learn, so be alert, take notes on what is being said, and be a good listener. Ask questions if you don’t understand. It’s much better to ask questions all along than make mistakes that were avoidable.

Your work habits are critical: Work hard!! Ask for more work when you finish. In most situations, you should not socialize, do homework, eat, make personal calls, take lots of breaks, etc.

Learn to provide excellent customer service: If your internship puts you in contact with customers, in-person or by telephone, represent your employer well!

The quality of your work should be “A” level: Produce high quality, careful work, at your level of expertise...but don’t forget that you are a beginner. You will be noticed in a positive way if your work is of a superior quality.

Work accurately: Check and double check your work for accuracy, or have a friend or co-worker check your work. You are known for the quality of your work. But do not be so slow that you become known for how long it takes you to complete an assignment.

Prepare for your workday: Have your own pen and paper handy for taking notes. You will impress your employer with your preparations.

What should your employer expect of you as an intern? (Con't)

Be punctual and have good attendance: Of course good attendance and being on time are very important in an internship. Treat the internship as a job and you will earn the respect and high regard from the employer.

Ethical behavior is expected: Ethical behavior is a must. A guideline to determining whether a decision you make is ethical is to ask yourself: Is it legal according to the law? Will it make you feel guilty about yourself? Could somebody be harmed from this behavior?

What can you expect of your internship experience?

Expectations you may have of your employer...

You can expect your employer to assign somebody to oversee your work, to give you work to do and to answer your questions. Employers are usually very busy people; so do not plan on constant attention. But you can expect to be oriented to your work situation and have somebody you can ask when you have questions.

Expect to learn a lot about your company. You can learn many things by observing others at work. You can also learn by doing.

You probably will not be given demanding assignments. In fact, you may be given very basic work such as copying documents, filing, answering telephones, running errands, etc. for much of the time. You may get some more challenging assignments, or work that is directly related to your career interest, but not always. Sometimes the best you can expect is to observe the work environment first-hand. But that can be tremendously valuable to you in deciding if you like a career field.

How can you get the most out of the internship?



Make a plan. Decide what you want to learn on the internship. If you have some idea of what you might like to learn, you can ask for work that will accomplish your goals.

Get to know some of the employees. Talk to your employer or to some of the employees. Make an arrangement to conduct an “information interview” to find out more about what particular employees do...what they do on a typical day, the pros and cons of their job, etc.

Find a mentor. You may find it possible to ask your employer or one of the workers to be your mentor. A mentor is a person who meets with you to provide career advice and other recommendations regarding you, your future, the world of work, school, etc.

Other Tips on How to Make the Most of your Internship

What to do if and when your boss criticizes you or your work. Accept constructive criticism from your Immediate Supervisor. This is a time for learning and growing and an opportunity for you to become a better future employee. Try not to be defensive.

Try not to worry if your work is not perfect. Of course you are trying to do quality work, but we all make mistakes. Don't expect to be an expert...you are there to learn and you will make mistakes and will probably produce "beginner's work!" at the beginning.



Be careful what you say. Never, never, never say negative things about your employer to another employee, to a site supervisor, or to another intern (e.g. "I hate my boss!" or "What a silly assignment!"). You would be so surprised at how quickly your comments get back to your employer! The person in whom you are confiding your complaints may be smiling at you and inviting you to comment, but that does not mean that what you say will be held in confidence.

Be appreciative. Say thank you and show appreciation for the internship opportunity. Write thank you notes to your supervisors and others. We all like to feel appreciated and that includes your employer!

Be a can-do type person. Show your employer that you are a go-getter by taking the initiative and showing your eagerness to take on tasks. Ask for work. But be sensitive to not overstepping boundaries, acting bossy or too aggressive on the job.

GOOD LUCK!

Enjoy your internship experience....



Internship Program Details





Internship Class Activities Checklist

ATTEND INTERNSHIP ORIENTATION

- Attendance required one time only. Schedule of Orientations available at Internship Program Office, **Career Services Center**, in the Administrative Village (behind Admissions & Records).
- Turn in Forms 1 & 2 at the Orientation.

WRITE ROUGH DRAFT OF LEARNING OBJECTIVES

- Plan** your objectives (use Student Handbook)
- Meet with work supervisor** to review your objectives.
- Obtain approval of rough draft** of learning objectives from Internship Program staff (approval by e-mail, telephone, fax, or in-person at **DROP-IN TIMES** listed below)

COMPLETE FORM 3, LEARNING OBJECTIVES CONTRACT

- Ask your internship employer to sign Form 3.
- Turn in the **ORIGINAL** Form 3, with your employer's signature, to Internship Program. Keep a copy for yourself.

Bring Form 3 In-Person to Internship Program Office, Administrative Village. Come during **Drop-In Times** in order to ENROLL.

ENROLL

- Turn in Form 3 to Internship Program Office **during drop-in times** (see below).
- Obtain enrollment card.
- Enroll at Admissions & Records (you must show them a copy of Form 1).

TIMESHEETS

- Turn in to Internship Program office by due dates: fax, mail or bring in.
- 60 hours of work = 1 unit of credit for unpaid work, or 75 hours = 1 unit of credit for paid work.

**COMPLETE
LEARNING
OBJECTIVES**

Telephone: 310-434-4337; **FAX:** 310-434-4312; **Website:** www.smc.edu/internship (all forms available on website); **E-MAIL:** white_judith@smc.edu; **Address:** Internship Program, in SMC Career Services Center, Administrative Village (behind Admissions & Records), 1900 Pico Blvd., SM, CA 90405.
Drop-in Times: Mon. 2-4pm, Tues. 10-12noon, Wed. 3:30-5:30pm, Thurs. 10-12noon.

Work Hour Requirements Internships & Cooperative Work Experience College Credit

UNITS TAKEN		IF YOU ARE GETTING PAID	IF YOU ARE <u>NOT</u> GETTING PAID	<u>APPROXIMATE HOURS PER WEEK OF WORK EXPERIENCE FOR SPRING OR FALL (ABOUT 15 WEEKS)</u>
1 Unit	=	75 Total Hours		About 5 hours per week PAID
			60 Total Hours	About 4 hours per week UNPAID
2 Units	=	150 Total Hours		About 10 hours per week PAID
			120 Total Hours	About 8 hours per week UNPAID
3 Units	=	225 Total Hours		About 15 hours per week PAID
			180 Total Hours	About 12 hours per week UNPAID
4 Units	=	300 Total Hours		About 20 hours per week PAID
			240 Total Hours	About 16 hours per week UNPAID

Comment: Prepared by Judy White, M.S.

Grading Criteria

Internships and Cooperative Work Experience are graded on a **CREDIT/NO CREDIT** basis. College Internship Instructors will take the following criteria into consideration:



- ❖ Employer evaluation of adequate work performance and completion of learning objectives.
- ❖ Working the required number of hours for units of credit.
- ❖ Turning in Timesheets on required dates.

LEARNING OBJECTIVES

MODULE



Learning Objectives Module

What are learning objectives and why are we asking you to do them?

Learning objectives are statements of what you expect to learn during your internship. By creating learning objectives, you focus your energy on the things that you, the employer and college instructor agree are meaningful and realistic to learn during the semester. The goal is to help you get the most out of your internship!

Learning objectives might involve the following kinds of new learning:

- **Creativity:** Developing a new way to do something. Examples are: setting up a new filing system, designing a flyer, thinking of a new game to play with kids, etc.
- **Acquiring Knowledge:** Learn something new to you. Examples are: Learning how to tie knots in a fire department, learning safety procedures, learning about samples in an interior design firm, learning an accounting software program, learning how to teach a subject area, etc.
- **Observing a work environment:** Watch what goes on in the work setting. Examples are: observe how feature films are being made, see what goes on in a hospital setting, watch how an advertising firm operates, etc.



Think of some things that you would like to learn in your internship this semester.

Well-designed learning objectives:

Because learning objectives are so important, we want to demonstrate how to construct objectives that will be very useful to you. A well-designed learning objective will include the following

- It will be specific and concrete.
- It will be small enough so that it can be *accomplished in one semester*.

Learning Objectives: A Two-Part Process

Setting up your learning objectives is a two-part process

You will be asked to write a total of three learning objectives for your internship. Each learning objective will consist of two parts. **The first section** will include a general statement of what you would like to learn. **The second portion** will be a more detailed description of your learning objective and how you plan to accomplish it.



Part One:

A general statement of what you would like to learn on the internship...

Answering the question, “What will be learned?”

Some examples are:

- I will learn to help customers at the drop-in desk.
- I will become familiar with terminology for insurance forms.
- I will create a PowerPoint presentation.
- I will conduct a market research survey.
- I will learn to build and manage a website.

Rate the following objectives. Which ones are specific and concrete and could be accomplished within a semester?

Check the columns below:

	An adequate objective	Objective may be too broad or too big
1. Learn to make films	_____	_____
2. Learn how movie scripts are selected	_____	_____
3. Learn 10 new software programs	_____	_____
4. Learn how to make a PowerPoint presentation	_____	_____
5. Learn to teach	_____	_____
6. Learn what goes into a good lesson plan	_____	_____
7. Learn about public relations	_____	_____
8. Learn how to put together a press kit	_____	_____

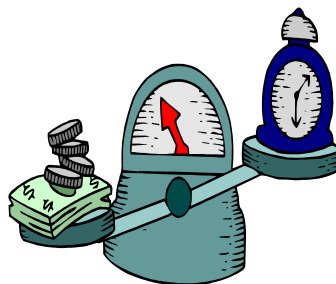
Part One (Con't):

Answering the question, “What will be learned?”

Your ratings:

Did you think some of the objectives above were *too much* to accomplish in one semester? You are absolutely right!! It would be difficult to learn to make films in a single semester. The same thing with learning 10 new software programs, learning how to teach, or learning about public relations.

It would be more realistic to think that you could learn how movie scripts are selected, to learn PowerPoint and make one presentation, or how to make a good lesson plan or to put together a press kit. These are specific, concrete, do-able objectives.



Part Two:

A specific statement that will answer the question, “How will it be learned?”

In this part, you carefully examine the general statement of what will be learned and write a specific answer to how it will be learned.

Your learning objectives must be measurable!

You must be able to *count* how many you did of something.

Why must your objectives be measurable? Measurable objectives make it easy to assess what you have actually learned. It’s the hard evidence.

Examples of measurable statements:

- I will make 10 calls
- I will observe one client interview.
- I will make two databases using Excel.
- I will write a list of they key points made when I interview three people.
- I will network with two people in a company function.
- I will do one “information interview” with the director of a different department in our company.
- I will put together 100 press kits.
- I will write one report.

Part Two (Con't):

Answering the question, "How will it be learned?"

Can you tell the difference between the measurable and non-measurable statements listed below?

(Remember, you must be able to count how many you did of something.)

Please check off the following:

	<u>Measurable</u>	<u>Not measurable</u>
1. I will attend brainstorming sessions.	_____	_____
2. I will work on projects dealing with international territories	_____	_____
3. I will return 10 telephone calls	_____	_____
4. I will write one letter.	_____	_____
5. I will help in the office.	_____	_____
6. I will input 3 invoices.	_____	_____
7. I will work on financial statements.	_____	_____
8. I will see how my boss interacts with clients.	_____	_____
9. I will write three pieces of sample coverage and ask my boss to review them.	_____	_____
10. I will observe my boss interacting with two clients.	_____	_____

See the correct answers below:

Answers: Measurable statements are 3, 4, 6, 9, & 10.

Part Two (con't):

Answering the question, "How will it be learned?"

Change these statements to make them measurable:

I will help in the office.

I will _____

I will use PowerPoint.

I will _____

Another suggestion for Part Two

Answering, "How will it be learned?"

A 3-Part Formula:

You may want to use this 3-part formula for answering, Part Two, "How will it be learned?"

1. Watch an expert

Watch an experienced person do it _____ (a certain number) of times.

2. Do it with Supervision

You do it _____ times with your supervisor watching.

3. Do it on Your Own

You do _____ times on your own. You can ask for feedback too.

Be sure to add the ***NUMBER OF TIMES*** you will be doing each thing!

EXAMPLE

Example of a well-developed learning objective:

Part 1: Answers the question, “What will be learned?”

I will learn how to set up a business meeting.

Part II: Answers the question, “How will it be learned?”

(Uses the 3-part formula from page 18)

I will watch my supervisor set up 2 business meetings. **(Watch an expert.)**

I will set up 1 business meeting with my supervisor overseeing my work. **(Do it with supervision.)**

I will set up 1 meeting independently. **(Do it on your own.)**

The Appendices, pages 33-39, list many learning objective samples, categorized by career fields. Be sure to examine these samples for ideas for your learning objectives.

There are so many things

that would be fun to learn...



Learning Objectives

Your answer to “What will be learned?”

In this first part, you will be making a list of what you want to learn. This is the first part of each learning objective and is a general statement of what you want to learn. It answers the question, “**What will be learned?**” (Part One).

Remember, the objective should be **specific, concrete, and small enough to be accomplished in one semester**. Please make a short list below of what you want to learn on your internship. Include a minimum of three items.

(Example: “I will learn to how to use a cash register.”)

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____

Learning Objectives

ROUGH DRAFT OF YOUR LEARNING OBJECTIVES

In this section, you will complete a first draft of your learning objectives.

First, list one of the objectives from page 21 in the space below after the question, “What will be learned?” Then, finish the second part by answering the question, “How will it be learned?”

Follow the 3-part formula in answering, “How will it be learned?” (See page 18 for the 3-part formula.)

OBJECTIVE #1

What will be learned? (A general statement):

How will it be learned? (Be specific):

OBJECTIVE #2

What will be learned? (A general statement):

How will it be learned? (Be specific)

Learning Objectives

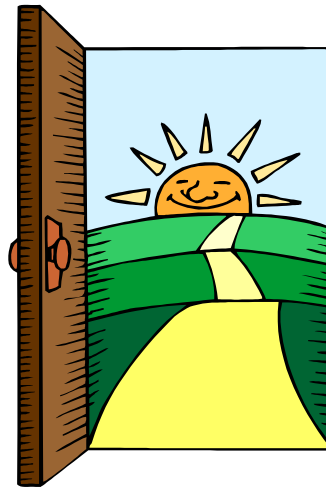
OBJECTIVE #3

What will be learned? (A general statement):

How will it be learned? (Be specific):

Congratulations!

You have now completed a rough draft of your learning objectives. Now refer to the **Internship Activities Checklist**, page 10, to take the next step in completing your Learning Objectives.



Appendices



Types of Internship Programs & Requirements



Types of Internship Programs

Three types of Internship Programs are available at SMC. Two of the programs, Internship and Cooperative Work Experience are essentially the same at this campus. The third program, General Internship, allows students to intern in positions unrelated to their educational or career goals. See below for specifics:

Internship and Cooperative Work Experience:

- On-the-job learning relating to students' educational or career goals.
- **Usually** a maximum of 4 units per semester
- Allows a total of 16 units overall.

General Internship:

- On-the-job learning.
- Does not need to be related to students' educational or career goals.
- Allows a maximum of 3 units per semester.
- Allows a total of 6 units overall.

List of Internship Classes



The following is a list of Internship and Cooperative Work Experience classes:

General Internship

Hum Dev 90A, General Internship 1 unit
Hum Dev 90B, General Internship 2 units
Hum Dev 90C, General Internship 3 units

Internship

All the internship classes are 2 units, except where indicated differently.

Ad Justice 90	Administration of Justice Internship
Bio 90	Biology Internship
Brdst 90	Broadcasting Internship
Bus 90	Business Internship
Bus 91	Marketing Internship
Bus 95	International Business Internship
CIS 90	Computer Information Systems Internship
CS 90	Computer Science Internship
Dance 90	Dance Internship
Engl 90	English Internship
Gr Des 90A	Graphic Design Internship
Journ 90	Journalism Internship
Poli Sci 10	Government Internship
THLS 90	Tourism and Hospitality Internships

Cooperative Work Experience (CWE)

Ad Jus 89C	Police Science CWE (3 units)
Ad Jus 89D	Police Science CWE (4 units)
Auto 89C	Auto CWE (3 units)
Biling 89A	Bilingual Education CWE (1 unit)
Biling 89C	Bilingual Education CWE (3 unit)
Biling 89D	Bilingual Education CWE (4 unit)
ECE 89B	Early Childhood Education CWE (2 units)
Fashn 89A	Fashion CWE (1 unit)
Fashn 89B	Fashion CWE (2 units)

List of Internship Classes (Con't)

Cooperative Work Experience (CWE)

Fashn 89C	Fashion CWE (3 units)
Fashn 89D	Fashion CWE (4 units)
Fire 89D	Fire Science CWE (4 units)
Intdsn 89A	Interior Arch Design CWE (1 unit)
Intdsn 89B	Interior Arch Design CWE (2 units)
Intdsn 89C	Interior Arch Design CWE (3 units)
Intdsn 89D	Interior Arch Design CWE (4 units)
Photo 89D	Photography CWE (4 units)
Rec 89A	Recreation CWE (1 unit)
Rec 89C	Recreation CWE (3 units)

Internship Application

200____ Fall____ Winter____ Spring____ Summer____

 (Print) Last Name First SMC ID Number Social Security Number

 Address Street Address City Zip Code

(____) _____ (____) _____ _____
 Home Telephone Message Telephone E-Mail Address

What is your major? _____ Are you an international student? Check Yes____ No____

Is the internship related to your possible educational or career goal? Please check Yes____ No____

Please list the primary college you attend: _____

INTERNSHIP CONTACT INFORMATION (Please print)

_____ Company/Agency Name	_____ Street Address	_____ City	_____ Zip Code
_____ Immediate Supervisor	_____ Supervisor's Job Title	(____) _____ Supervisor's Telephone Number	
_____ Supervisor's E-Mail Address	(____) _____ Supervisor's FAX Number		

ADDITIONAL INFORMATION Internship Course Title: _____ Section No. _____

Total Units of Internship Class: _____ How many other SMC classes are you in this semester? _____

Total number of SMC units in which you are enrolled, including the internship: _____

Salary: Please check: Unpaid Internship _____ Paid Internship (at least minimum wage) _____

HOURS OF WORK REQUIRED FOR CREDIT:

I need to work _____ hours this semester to earn the internship credit.
 (If **paid**, 75 work hours X the number of units; if **unpaid**, 60 work hours X the number of units)

Your total weekly work hours: I will work approximately _____ hours per week.

Briefly describe your **internship duties:** _____

The above statements are true to the best of my knowledge:

 Student College Instructor or SMC Internship Staff Today's Date

FOR OFFICE STAFF ONLY Please initial _____

Attended Orientation: Yes____ No____ Date of Orientation _____

Student Agreement

Dear Intern or CWE Student: Please carefully read and complete this form and sign below to signify agreement.

200____ Fall____ Winter____ Spring____ Summer____

 (Print) Student's Last Name First SMC ID Number Social Security Number

 Internship Course Title Instructor

To receive credit for my internship class, or Cooperative Work Experience (CWE), I understand and agree to the following:

1. I will complete all relevant paperwork for the Internship Program.
2. I will attend one Internship Orientation to receive information about the Internship Program.
3. I will work with my immediate supervisor and college instructor to prepare three learning objectives that I will work to achieve during this semester. These objectives must be new or expanded learning goals for me. The objectives will be finalized and agreed upon by immediate supervisor, the Internship Program staff, my college instructor, and myself before I am able to enroll in the internship class.
4. I will work at least the minimum number of hours required for receiving college credit for the internship. **If I am getting paid, I must work 75 hours for each unit of credit. If I am not getting paid (or making less than minimum wage), I must work 60 hours per unit of credit.** I will notify the Internship Program of any change of employment.
5. I will fax, mail, or hand-carry to the Internship Program timesheets showing internship hours worked. I will be informed of the timesheet due dates at the Orientation Meeting or in the Internship Program Office.
6. Failure to fulfill any of the items listed above will result in my being dropped from the Internship Program or receiving a non-passing grade.

Student's Signature

Date

Rough Draft of Learning Objectives

Last Name _____ First Name _____ Date _____

Best way to reach you (phone, e-mail, fax, etc.) _____

Company/Agency _____ Internship Course: _____

You can fax, e-mail or bring in the Rough Draft of your Learning Objectives; fax: 310-434-4312, e-mail: white.Judith@smc.edu, in the Administration Village (behind Admissions & Records). Our drop-in hours are Mon. 2-4pm, Tues/Thurs 10am-12noon, Wed. 3:30-5:30pm.

LEARNING OBJECTIVES:

1. What will be learned? _____

How will it be learned? _____

2. What will be learned? _____

How will it be learned? _____

3. What will be learned? _____

How will it be learned? _____

Your learning objectives have been:

For Santa Monica College Staff Only

Approved Date:

Not approved; please fix. Date:

_____ Your objectives need to be made "measurable".

_____ Other: _____

(For information about how to fix your learning objectives, call the Internship Program Office, 310-434-4337, or come to drop-in time in the Administrative Village (behind Admissions & Records): Mon. 2-4, Tues/Thurs. 10-12noon, Wed. 3:30-5:30pm)

Learning Objectives Contract

Last Name _____ First Name _____
 SMC ID# _____ Internship Course Title _____
 Company/Agency _____ Student Position: _____
 Immediate Supervisor _____ Telephone(_____) _____

STUDENT LEARNING OBJECTIVES

*Each semester it is necessary to identify **THREE** new learning objectives. Internship and CWE students are expected to expand their job responsibilities or get involved in new learning experiences. The learning objectives must be **specific, measurable, and within the student's ability to accomplish**. The objectives must be: (1) formulated by the student and (2) reviewed and approved by both the employer and college instructor before enrolling in the internship class.*

1. What will be learned? _____

 How will it be learned? _____

2. What will be learned? _____

 How will it be learned? _____

3. What will be learned? _____

 How will it be learned? _____

We agree with the validity of the learning objectives specified above. The employer and college agree to provide the necessary supervision and support to ensure that the student receives appropriate educational benefit from this work-based learning experience. It is understood that the employer will provide adequate protection through Worker's Compensation and/or liability insurance as required by law. Santa Monica College is considered the employer for internship or CWE students working on an unpaid basis. The Internship Program and the participating employers operate without regard to race, age, sex, religion, color, national origin or handicap.

APPROVAL OF LEARNING OBJECTIVES AND STATEMENT ABOVE

Immediate Work Supervisor	Date	SMC College Instructor	Date
SMC Student Intern	Date	SMC Internship Coordinator	Date



Intern Timesheet

Print Last Name _____ First Name _____

SMC ID# _____ Internship Course Title _____

MONTH OF _____ **YEAR** _____

TOTAL HOURS WORKED THIS MONTH _____

Day of Month	No. Hrs. Worked	Day of Month	No. Hrs. Worked	Day of Month	No. Hrs. Worked	Day of Month	No. Hrs. Worked
1	_____	9	_____	17	_____	25	_____
2	_____	10	_____	18	_____	26	_____
3	_____	11	_____	19	_____	27	_____
4	_____	12	_____	20	_____	28	_____
5	_____	13	_____	21	_____	29	_____
6	_____	14	_____	22	_____	30	_____
7	_____	15	_____	23	_____	31	_____
8	_____	16	_____	24	_____		

MONTH OF _____ **YEAR** _____

TOTAL HOURS WORKED THIS MONTH _____

Day of Month	No. Hrs. Worked	Day of Month	No. Hrs. Worked	Day of Month	No. Hrs. Worked	Day of Month	No. Hrs. Worked
1	_____	9	_____	17	_____	25	_____
2	_____	10	_____	18	_____	26	_____
3	_____	11	_____	19	_____	27	_____
4	_____	12	_____	20	_____	28	_____
5	_____	13	_____	21	_____	29	_____
6	_____	14	_____	22	_____	30	_____
7	_____	15	_____	23	_____	31	_____
8	_____	16	_____	24	_____		

VERIFICATION OF INTERN'S HOURS WORKED:

Intern's Signature _____ Date _____

Immediate Supervisor's Signature _____ Date _____



Learning Objectives Samples

Learning Objective Samples

GENERAL OBJECTIVES & INTERPERSONAL

What will be learned?

I will learn how to build up networking relationships with professionals in my industry.

I will learn good office work habits.

I will learn how to conduct a professional business telephone call.

I will learn how to create a database.

How will it be learned?

I will introduce myself to people connected to my industry by attending at least 2 events where industry people will be present. I will make connections with at least 10 people in the industry.

I will keep a daily schedule of my work hours, absences, tardies, etc. and review my records twice with my supervisor.

I will listen to my supervisor conduct 3 calls. I will make 2-3 calls with my supervisor listening. Then I make at least 7-10 calls independently.

I will watch as my supervisor sets up one database. I will begin setting up a database with my supervisor assisting. I will build the database until it has at least one hundred items.

ACCOUNTING

What will be learned?

I will learn how to use the Quick Books accounting system.

How will it be learned?

I will watch the accounting personnel for 2 weeks. I will use the Quick Book system with supervision. I will use the Quick Book system more independently on at least one account and ask my supervisor to check my work.

COMPUTER & RELATED

What will be learned?

I will learn to program scanners.

I will learn how to program PLU codes.

I will learn how to build and manage a website.

I will learn database management.

I will learn how to develop a database application.

I will learn how to create web pages.

How will it be learned?

I will observe my supervisor using the scanner and take notes on the steps. I will practice on my own 2 times while my supervisor is present. Then I will use the scanner 10+ times on my own until I can use it skillfully.

I will study the use of the PLU codes and take notes. I will practice using the codes and show my supervisor 2 samples of my work using the codes. I will use the PLU codes independently, generating 5 pages of coded material, which I will ask my supervisor to review and correct, as needed.

I will build 1 website, and modify and make corrections based on my supervisor's feedback. I will keep improving the website until it is in good shape and acceptable to my supervisor.

I will watch my supervisor input data for clients. I will input data on two clients with my supervisor observing. I will input a minimum of 10 records and ask my supervisor to review my work.

I will create a relational database consisting of 3 tables using Access and Visual Basic. I will ask my supervisor to review the tables and provide feedback. I will make appropriate corrections.

I will use FrontPage and/or Dreamweaver to create at least 1 web page. I will also upload the web page(s) to the company's website.

COMPUTER & RELATED (con't)

I will learn 2 new programming concepts.

I will use Visual Basic 2 Active X concepts in developing at least 1 application. I will ask my supervisor to examine and provide feedback on the application. Then I will make any corrections needed.

I will learn how to submit websites to various search engines.

I will examine the submission records book and submit my company's website to at least 5 search engines. I will ask my supervisor to review my work.

I will learn how to set up a server.

I will observe my co-workers as they set up 1 server. I will do the formatting on 1 computer and install and set the server settings.

I will learn about the computer hardware used by my company.

I will observe the company's computer stations and ask questions, read manuals, and instructions. I will make at least 5 changes to the computer hardware such as adding memory, making adjustments or changes that will allow the hardware to work with software programs, etc. I will ask my supervisor to check my work.

I will increase my knowledge of HTML.

I will use HTML language to create 2 websites. I will ask my supervisor to examine the websites. I will make any corrections and the websites ready for use.

COMPUTERIZED OFFICE

What will be learned?

I will learn how to maintain a customer database.

How will it be learned?

I will observe experienced staff make 5-6 database entries. I will make 3 entries with my supervisor watching. I will make 20+ entries on my own.

I will learn how to prepare business forms.

I will observe an experienced person make a business form. I will discuss ideas for 2 new forms for the office and get feedback on my ideas. I will create 2 forms and make corrections as needed.

I will learn how to complete bills for new vendors.

I will observe my supervisor completing 1 - 2 bills for new vendors. I will complete 2 bills with my supervisor observing my work and making any corrections needed. I will complete at least 10 bills for new vendors independently.

CUSTOMER SERVICE

What will be learned?

I will learn how to provide customer service.

How will it be learned?

I will watch others providing customer service and answer product questions for 1 week. I will help 3 – 5 customers with a supervisor watching and providing me with feedback. I will work independently and provide customer service to 10 customers daily for 6 weeks.

FASHION

What will be learned?

I will learn how to display clothes

I will learn how to educate store personnel about our particular line of clothes.

How will it be learned?

I will study 2-3 displays already on the floor. I will watch someone dressing a display 2 times. I will make 1 display and have it critiqued by my supervisor. I will then do 2 displays on my own.

I will take notes and observe my supervisor as he presents information about a line of clothes to store personnel. I will put together a presentation and ask my supervisor for feedback on it. I will do 2 presentations with my supervisor watching and providing feedback. I will 5 or more independent presentations.

GRAPHIC DESIGN & RELATED

What will be learned?

I will create a website for a TV show.

I will learn how to lay out feature articles and photos for the magazine.

I will learn about the process of designing and creating a cover photo for the magazine.

How will it be learned?

I will create 1 official website for a TV show. This will consist of creating a storyboard, graphics, animation, and HTML coding. I will ask my supervisor for feedback, then use the feedback to create the final version for use by the company.

I will talk with the Art Director and watch the steps he follows to get to the final concept. I will assist the Art Director in creating 2 layouts. Then I will create 2 layouts of my own, and ask for feedback from the Art Director.

I will talk with the Art Director as he starts the development of 1-2 cover photo concepts. I will watch the Art Director as he goes on 5 photo shoots and completes the entire process of development 1 cover photo for a magazine.

FILM/CINEMA/TELEVISION

What will be learned?

I will learn what makes a good television script.

I will learn how to make a television show.

I will learn the pre-production process for promoting a movie.

I will learn how to pitch a movie to a magazine.

I will learn how to write script coverage.

I will learn how to dub a tape.

How will it be learned?

I will read at least 10 scripts. I will discuss what makes a good script with my supervisor. I will select at least two scripts that I like and ask for feedback on the validity of my choices.

I will observe a television show being made for one week. I will write a list of at least 20 things I see being done and show this list to my supervisor for discussion.

I will attend 3 brainstorming sessions and production meetings and take notes. I will input my own ideas for at least one promotional campaign and get feedback on my ideas.

I will observe my boss 2 times as he pitches talent/offers to magazines. I will then come up with 1 pitch for an upcoming movie with the help of my boss. Then I will write 1 pitch of my own and present it to my boss for feedback.

I will read two scripts and coverages written on those scripts by experienced people. I will write at least 7 script coverages on my own and ask that experienced people review them.

I will observe my supervisor as she dubs one tape and listen to her instructions. I will dub one tape of my own with the supervisor watching. Then I will dub 10 tapes over the course of the internship.

FILM/CINEMA/TELEVISION (con't)

What will be learned?

I will research the availability of writers and directors.

I will learn how to budget commercials.

I will learn the marketing structure of video distribution.

I will learn to work with a database in my employer's studio.

How will it be learned?

I will use the Internet to compile a list containing the credits and availability of various writers and directors. I will create a list of at least 100 writers and directors.

I will examine 5 actual budgets for commercials. I will talk to my supervisor about the budgets for commercials to answer any questions I have. I will work on one existing budget and ask my supervisor to review my work.

I will gather information on the marketing structure of video distribution from my co-workers. I will create 2 demographic reports for my employer that will provide information on the marketing structure in the video distribution area.

I will ask my employer to teach me how to use the database. I will ask for feedback as I begin to work on the database. I will generate at least two reports using the database.

FINANCE

What will be learned?

I will learn how to use Peoplesoft to generate journal entries

I will learn how films generate revenue through the various stages of their life cycle.

I will learn how to use the Bloomberg Financial terminal.

I will learn how to input invoices into the J.D. Edwards computer program.

I will learn how the computer system works to keep client files.

I will gather specific information regarding clients to give to my manager.

I will learn how to prepare summary income statements.

How will it be learned?

I will watch my supervisor create one entry. I will then create one entry on my own with my supervisor watching. I will then generate at least 10 entries on my own and ask my supervisor to check my work occasionally.

I will meet with my supervisor and ask her to explain the process. I will analyze at least one of the studios financial statements from a previous year related to one film project. I will discuss this film project and the financial statement with my supervisor.

I will spend 1-2 hours practicing on the terminal each week. I will ask my supervisor questions concerning the system. When I have some experience with the system, I will use it to analyze 3 or more securities and have a supervisor check my work.

I will watch my supervisor input invoices 2 times. My supervisor will watch me input an invoice one time. Then I will input invoices 5+ times per day over the internship.

I will learn the system with instruction from my supervisors. I will enter, scan, or update client data. I will use this knowledge to help my supervisors with at least 3-5 situations. I will ask my supervisor to review the results of at least 1-2 items.

I will gather information on 4 clients to give to my manager. I will ask my manager to review the information I gathered for accuracy and completeness, and I will make corrections.

I will examine income information, and then summarize the information on 1 Excel spreadsheet. I will make all the calculations of total income. I will prepare at least 1 complete income summary statement, which my supervisor will review.

GENERAL BUSINESS

What will be learned?

I will learn about contracts with vendors and clients.

I will learn how to make telephone contacts with customers.

I will learn how to set up a business meeting.

I will learn to file purchase orders.

I will learn to determine product costs.

How will it be learned?

I will learn how to write a contract by having my supervisor discuss all the key components of a contract. I will write up 1 mock contract and submit it to my supervisor to review.

I will observe my supervisor making telephone contacts with 2 customers. I will make 2 telephone contacts with my supervisor listening and providing feedback. Next, I will make 10 calls independently.

I will watch an experienced person setting up 2 business meetings. I will set up 1 meeting with my supervisor overseeing my work. Then I will set up 1 meeting on my own.

I will learn about the filing system from my supervisor. I will file at least 100 files over the course of the internship.

I will watch a supervisor determining wholesale and retail costs over a period of 2-3 days. I will figure out the wholesale and retail costs for at least 5 items and ask my supervisor to check and see that the amounts are correct.

MARKETING AND PROMOTIONS

What will be learned?

I will learn how to make artist promotion and publicity kits.

I will learn to manage artist's itineraries and promotion schedules.

I will learn how artists are marketing and promoted.

I will learn how to obtain media coverage for events.

I will learn how to obtain new clients.

I will learn how to create a client database.

I will learn how other divisions in the company affect the marketing division.

How will it be learned?

I will watch my supervisor make 2 press kits. I will put together a press kit and ask my supervisor to inspect it. I will make 10 press kits on my own.

I will watch my supervisor put together 1 itinerary and promotion schedule for an artist. I will put together 1 schedule of my own with direct supervision. Then I will make 5 more with less direct supervision.

I will observe how one artist is marketed and promoted. I will take notes on specific techniques. I will perform at least 3 marketing tasks and ask my supervisor if I completed these tasks successfully.

I will observe my supervisor deciding on which media to use for 3 events. I will help choose media for 3 events, and finally, I will choose media more independently for 2 events.

I will observe my supervisor make 4 calls to potential clients. I will notice how my supervisor approaches clients in a professional way, how he uses creativity and communication skills to obtain business. I will make 3 calls under supervision. Finally, I will make 3 calls to potential clients independently.

I will develop a database containing up to 100 potential clients. I will update the information adding 5 new clients per week. I will ask my supervisor for feedback on the database results.

I will interview 4-6 people from different divisions in the company. I will write their ideas regarding how their areas work with the marketing area. I will discuss 6-8 of the concepts derived from these interviews with my immediate supervisor.

MARKETING AND PROMOTIONS
(Con't)

What will be learned?

I will learn how to create a brochure.

I will learn how to create a market research survey.

I will conduct a market research survey on customized t-shirts for fraternities.

I will learn how to manage artists groups.

I will learn a little about the following computer programs: LBDS, Soundscan, ETA, and Egratis.

How will it be learned?

I will analyze up to 5 different brochures from the company literature, and from competitors. I will design 1 brochure and ask my supervisor to review it.

I will create market research questions and ask my supervisor to review them. I will revise the survey questions and prepare them for the actual survey. There will be a total of six final questions.

I will survey 30 respondents for the market research. They will be members of UCLA, USC, LMU, and Pepperdine fraternities who will be contacted in-person, by e-mail, or by telephone. The responses will be compiled into a report to give to my supervisor.

I will watch my supervisor set up a project for 1 artist/group. I will assist my supervisor in setting up 1 project. Then I will set up 1 project independently and ask my supervisor for feedback.

I will watch my supervisor use the computer programs, and then use them myself. I will do 1 task on each of the 4 programs.

MUSIC INDUSTRY

What will be learned?

I will create an image for an upcoming music concert using PhotoShop.

I will learn what goes into making a successful album.

I will learn SOUNDBIZ, a custom made software used by the recording industry for tracking budget expenses.

I will learn ECS, a software program used for posting purchase orders and paying promotions and marketing costs for the record industry.

I will learn to use MMAS, a database and inventory system custom made for our company for keeping an organized library of masters, tapes and other documents.

How will it be learned?

I will watch my supervisor create 2 images. I will then create one image with my supervisor's assistance. Then I will create one complete image myself and ask for feedback.

I will interview an executive in at least 3 departments and ask what they do to help with creating an album. I will take notes on each interview, and then discuss the comments with my immediate supervisor.

I will review the program with my supervisor, then do 2 invoices and ask my supervisor to check them. Then I will do 25 or more invoices on my own.

I will learn the program by studying it and getting supervisor input. I will post 2 purchase orders and ask my supervisor to examine them. Then I will post at least 75 purchase orders using the program.

I will learn the database program, and then add information to the database, including at least 30 new items. I will ask my supervisor to review my work in the first 3-4 items.

