



AMT 484 AERONAUTICAL INTERNSHIP
ATC 484 AIR TRAFFIC INTERNSHIP
AMT 584 INTERNSHIP
OMT 445 INDUSTRIAL INTERNSHIP
TMC 584 INTERNSHIP

Department of Technology Management
College of Technology and Innovation

Professional Internship Handbook

DEPARTMENT OF TECHNOLOGY MANAGEMENT

Professional Internship Handbook

Arizona State University at the Polytechnic Campus
College of Technology and Innovation
Department of Technology Management

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Dear Student Intern,

The Department of Technology Management at Arizona State University prepares students for professional employment in many related businesses and industries. The university policy on internships requires that all students enrolling for an internship or cooperative education credits must meet the following minimum criteria:

1. Have a minimum 2.5 GPA;
2. Be classified at the junior level or above; and
3. Be approved and registered for these credits prior to the internship or cooperative education experience.

This handbook is intended to clarify the responsibilities of the student, industry supervisor, and the ASU Aviation faculty mentor involved. The internship experience is a professional employment activity that is either paid or un-paid. The majority of employers prefer a paid internship experience because of liability issues related to the workplace. The forms that you will need to document your internship will be provided to you by the Aviation Program; please review them prior to discussions with a prospective employer, faculty mentor, and/or ASU advisor. While faculty mentors can suggest or facilitate internship opportunities, it is the student's responsibility to solicit the internship agreement with industry.

It is understood that internship opportunities do not always begin and end on the ASU academic schedule, but the student must register for the academic term closest to the internship work experience. Student interns must keep copies of all forms submitted, and some of the forms will need to be duplicated for the different weeks of the internship experience. Undergraduate students may earn a maximum of six semester internship hours of their program (AMT 484, ATC 484, or OMT 445) and receive either a letter grade or pass/fail. Graduate students may earn a maximum of 3 semester hours of AMT 584 or TMC 584 and must receive a letter grade for their program of study. Prepare and submit all paperwork in a professional and timely manner.

The internship experience may be either a full-time or part-time, during the fall semester, spring semester, or summer sessions. Student interns must follow all company policies and procedures while on the job. Students are responsible for contacting their faculty mentor on a weekly or bi-weekly basis by email or phone correspondence. The student intern will submit an archival copy of the internship notebook to the supervising faculty member on or before the last day of scheduled classes. It is suggested that the student intern meet on a regular basis with the industry supervisor to discuss a global perspective of the work environment, as well as lines of communication, leadership styles, and strategic plans of the organization. Conflicts of interest or personality conflicts between the intern and industry personnel should be brought to the immediate attention of the ASU faculty mentor. It is the policy of the Department of Technology Management to support all Equal Employment/Affirmative Action policies.

Dr. Thomas E. Schildgen
Department Chairman/Professor

Purpose of the Professional Internship

The industrial internship provides a contextual learning environment that validates a curriculum of study and networks the student for future career employment.

The internship is a program of education that formally integrates the student's academic study with work experience in cooperating organizations. The experience is considered an integral part of the student's education and he/she is awarded college credit for successful participation in the program.

Guiding factors in the operation of the internship program are:

1. The student's work must be related to his/her field of study and individual interest (i.e., career-related).
2. Employment is an essential element in the educational process. It makes for a tested product - a graduate with work experience.
3. The work experience will ideally increase in difficulty and responsibility as the student progresses.
4. The overall internship experience provides a global exposure of human resource issues, business practice and the technology involved in efficient production.

Internship Procedures

College Credit: Undergraduate internships appear in the ASU General Catalog as Undergraduate Internship AMT 484, ATC 484, and OMT 445. The College of Technology and Innovation provides internship credit hours that vary from 1-6 credits for the undergraduate and 1-3 credits for the graduate level AMT 584 and TMC 584.

The student will actually work a minimum of 50 hours for every 1 semester hour of ASU credit. Additional requirements are detailed under the second section of this document.

In principle, credit is not awarded for the work itself but for the demonstrated knowledge of an academic nature (verified through weekly progress reports and final project) gained by the student during his or her internship.

Locating Jobs: The initial contact for matching the student and employer may be made by: (1) the faculty or academic advisor referring qualified students to potential employers, or (2) the student through a variety of sources: family contacts, previous employers, or employer representatives during campus recruitment visits.

The student's ability to locate and secure an internship is taken as an indication of his or her initiative and employability. However, it is suggested that the faculty mentor or advisor counsel the student prior to his/her seeking employment so that companies of value will be contacted.

Types of Jobs: The size of the company is not important; however, it should be large enough to have technical and managerial functions represented by corresponding supervisors and executives. The job should permit a variety of contacts, through actual job rotation or observations, without reducing the student's value to the employer. Most importantly, the job must be related to the student's career aspirations and college preparation. The student should be accepted only if he/she is able to perform on the job as adequately as any other new employee would be expected to perform.

Cover Letter and Resume: An informative and persuasive cover letter, introducing yourself and your employment ambitions is necessary if you pursue an internship via written correspondence. Enclosed with the cover letter should be a copy of your resume.

Job Application: If it becomes necessary to complete a job application, do so in a professional manner. The employment application is an opportunity to sell yourself.

Points to Remember when Completing Job Applications:

1. Read the form carefully. Follow directions. Note format and structure.
2. Do not be careless, take your time. Neatness may determine your fitness for employment.
3. Be accurate and complete. Answer all questions. Use "N/A" (not applicable), rather than a blank.
4. Do not leave employment gaps. Account for all periods of time.
5. Give yourself credit for part-time, summer and volunteer work in which you have participated.

Registration for credit: It is the student's responsibility to indicate the desire to intern with the faculty mentor, advisor, and/or department chair. Registration for all internships requires that students complete an application form. Internship forms are available in the Aviation Department and the Department of Technology Management offices.

The *Internship Application Form* must be submitted and all registration procedures must be followed. The signatures of the faculty mentor and department chair are required.

Registration Procedures

1. **Handbook:** Read the *Professional Internship Handbook*. This handbook should be read in its entirety before meeting with your advisor.
2. **Advisor:** Schedule an interview with your advisor. Discuss your career objectives, academic preparation, and internship plans with your advisor. Your advisor may have suggestions for the internship assignment and/or final project. Leave a copy of your resume and your letter of inquiry with your advisor.
3. **Faculty Mentor/Department Chair:** Schedule an interview with the faculty mentor/department chair, prior to registration for undergraduate internship or a graduate internship.
4. **Approval:** Complete the *Internship Work Agreement* form. Return a signed copy to the Aviation Department Office for AMT 484, ATC 484, and AMT 584, or return a signed copy to the Department of Technology Management for OMT 445 or TMC 584. Completion of this form indicates the student's acceptance of the final and approved internship assignment. This form is to be completed before the student begins the internship and before the student registers for credit.
5. **Registration:** An approved *Internship Application* form must be on file with the Aviation Department for AMT and ATC internships or with the Department of Technology Management for OMT and TMC internships before a student will be permitted to register. Register for the approved number of credits (1-3 credits per semester, up to 6 credits maximum for undergraduates and 3 credits maximum for graduates). On-line registration for internships is identical to the procedures followed by all other class registrations.
6. **Fees:** Students will pay normal registration fees as per Arizona State University regulations.

NOTE: The procedures listed above must be followed in sequence.

Grading Procedures

The following is a general guide indicating the percentages given to each factor in determining the intern's final grade:

Weekly Progress Reports	20%
Employer's Evaluation	40%

Internship Notebook and Final Report 40%

Undergraduates enrolled in AMT 484, ATC 484, or OMT 445 will receive letter grade or pass/fail for each semester they intern. Graduate students enrolled in AMT 584 or TMC 584 may only enroll for a total of 3 semester hours and will receive a letter grade.

Work Place Expectations: While on the job, the student intern will be regarded as a regular employee of the company by which he/she is employed. All company regulations, conditions of health and safety, and legal requirements will apply to the student. The remuneration shall be comparable to other employees of similar experience and seniority doing similar work as productive employees.

The intern must assume the responsibility to inform the faculty mentor of any difficulties or delays encountered during the work experiences, including company shutdowns. Each intern is expected to act in a manner appropriate with his/her own status as a worker and student and to the best interest of fellow workers and students. The student also maintains an obligation to ASU as one of its emissaries of good public relations and displayed accomplishments.

Unethical or undesirable conduct by the student intern may result in dismissal from the program for that period. This is not done until a thorough investigation has been conducted.

Summer Interns: Students participating in internship activity during the summer months should be registered for one of the five-week sessions or eight-week session, understanding that some students will take an incomplete grade until all hours have been earned and the final internship notebook has been submitted.

The Student Intern's Responsibilities and Internship Notebook

The student intern must document the professional internship experience in a notebook format that contains four sections.

The student intern must submit on or before the last day of scheduled classes (or as notified by the department) a professional internship notebook to contain the following four sections.

Section One

The first section is to contain information specifically about the company or organization to which the student will serve the internship. This may be a collection of printed literature or brochures, or could be downloaded from the internet website of the company or organization.

The completed *Student Internship Agreement* should be contained in this section.

Section Two

Weekly Progress Reports: The *Internship Weekly Progress Reports* are, at minimum, an account of the tasks or jobs the intern performed. The form allows the interns the freedom to supply records pertinent to their particular work situations. Essentially, the following data are pertinent: dates, jobs assigned, equipment operated, time spent in terms of clock hours on respective job assignments and other variations in work experiences that reveal the degree to which the anticipated experiences have been realized.

Each weekly report is to be submitted via scanned e-mail, FAX, mail, or printed and returned to the ASU Aviation Department for AMT 484, ATC 484, or AMT 584 or to the

Department of Technology Management for OMT 445 or TMC 584 at the end of each week. The filing of the weekly reports should coincide with the academic calendar of the university. Copies of all weekly reports must be saved by the intern and submitted with the final project at the end of the semester. The department will not make copies for intern notebooks.

Section Three

The third section contains the employer evaluations which reflect the progress and accomplishments of the student in the workplace.

ASU Mid-term Evaluation: Interns should schedule a midterm review with their advisor to discuss progress. The intern should be in weekly contact with the faculty mentor or department chair through telephone conversations, email correspondence, or office visits. The mid-term review is required to make certain that the student is accomplishing the university requirements.

Employer's Evaluations: The intern is responsible for providing the employer with the *Internship Employer's Evaluation* form. Lateness in complying with the requirements and the deadlines is sufficient reason for lowering a student's grade for internship. It is the student's responsibility to know the dates the mid-evaluation and final evaluation are due to the ASU department and to provide the form to his/her supervisory employer at least 1 week before the due date. During the 16-week semester a mid-term and final evaluation will be required. During the 5-week or 8-week summer session the intern must have at least one evaluation from the supervisory employer.

Section Four

Final Report/Project: It is required that a final summary report that reflects on the internship experience be submitted. The final report should discuss the organization and structure of the work environment. Please address the lines of communication, styles of leadership, employee morale, motivation, etc. The paper should be done in a professional manner: double-spaced typed and using proper format, using the third person and past tense narrative, and omitting particular critical references to company policies and practices if required to do so. The author is expected to refer to, and comply with, APA writing manual. It is expected that the author of each report proofread it for content, as well as spelling and grammar. Illustrations, diagrams, and photographs should be included in the text (or appendix if appropriate). References for interviews with company personnel, as well as standard written materials are expected. The paper should show evidence to your employer of your communication skills.

Please include examples of any project work that you were involved in or products produced. Student interns may be involved in projects or research related to the company. It is expected that interviews with personnel in the major organizational departments of the employing industry will be a primary source of information.

Employer's Responsibilities

The employer provides the student intern with a safe and productive workplace environment, and a mentor that can provide guidance with respect to the job, the organization, and the industry.

The employer of the intern does not enter into any formal agreement with the university. There is no binding contract and the student is not obligated in any way to accept employment with the company upon graduation. Neither is the company obligated to offer employment to the student upon completion of the internship or at graduation. The *Internship Work Agreement* form is used only by the student and the university as a "contract" for college credit.

The student is responsible for providing the supervisory employer with the *Evaluation Form* to be submitted to the Aviation Department (for AMT 484, ATC 484, and AMT 584 interns) or to the Department of Technology Management (for OMT 445 and TMC 584 interns) one week before the mid-term and at the end of the semester. **The supervisor may or may not copy the evaluation to the intern.**

In all cases, the intern is to be considered an employee and should be held responsible for performing the assigned duties in a satisfactory manner. All company regulations, conditions of health and safety, and legal requirements apply, and any company policy violations should be handled in the usual manner. Accordingly, any salary should be comparable to other employees of similar experience and seniority doing similar work. There are some internships where the student is not paid, but invited to participate in the workplace under a structured agreement. However, many employers find that for purposes of liability insurance it is in their best interest to have the intern on the payroll.

While interning, the student intern is classified as a student of Arizona State University and is subject to all applicable regulations. Thus, there is a student-teacher relationship

with the company. The relationships co-exist, but do not interfere with each other. It is an amicable arrangement of benefit to all parties.

Weekly Progress Reports: An effort has been made to keep the responsibilities of the employer to a minimum. The intern's immediate supervisor in the company is asked to sign weekly reports, thus attesting to the intern's satisfactory work on the job and favorable work attitude. The intern will supply the supervisor with all the necessary forms for, and during, the internship program. The supervisor may either (1) return them to the intern for forwarding to the ASU department, or (2) send them directly to ASU.

Evaluations: The evaluation of the intern, on the job, must be made if the program is to be meaningful. Therefore, the supervisory employer is asked to submit two evaluations of the intern: one at the mid-term and one near the end of the internship. The evaluation forms are self-explanatory. It is understood that internships of shorter duration, such as one that is completed during a five or eight week summer session, or one that is for less credit hours, will require only one evaluation by the employer. Please understand that the student grade is determined in part by the employer evaluation.

Final Project: The intern is encouraged to complete a final report, and in selected cases, a project on the functions of the immediate work assignment, job functions, company products or processes, etc. It is suggested that the person(s) in charge discuss the report/project and attest to it as being technically correct and accurate in detail. The project requirement is explained in the Student Intern's Responsibilities section 2. If possible, report of a special project or work assignment in which the intern was involved should be included in the final project. Such projects or research efforts may be beneficial to the company as well as useful in meeting the internship requirement.

Internship Forms

The following forms may be duplicated and completed for submission. It is the intern's responsibility to provide the employer with the forms and facilitate timely submission of all documentation to the university.

Submit All Completed Forms by Fax, Email, Mail, or In-person to:

For AMT 484, ATC 484, and AMT 584:

ASU Aviation Program
7442 E. Tillman Avenue, Simulator Building # 201
Mesa, Arizona 85212
Fax: 480-727-1730; Email: aerotech@asu.edu

For OMT 445 and TMC 584:

Department of Technology Management
6075 S. Williams Campus Loop West, Tech Ctr #102
Mesa, Arizona 85212
Fax: 480-727-1684; Email: hazel.caldera@asu.edu

Application Form: Complete the *Internship Application* form prior to registration.

Work Agreement Form: Complete the necessary information as accurately as possible, and submit the form before starting the internship. This form is signed by the employer as verification of employment or service; it is also used by the department as a "contact" with the student for purposes of giving credit /grade. Pay particular attention to the form. It requires you to justify the work experience as being college credit worthy. Spell out the job responsibilities either in paragraph form or by listing them. Include the job tasks to be performed and supervision responsibilities for which you will be held accountable. Show how you will draw upon your academic preparation to fill these responsibilities.

Weekly Progress Report Forms: Give considerable attention your activities to include technical tasks and management/organizational issues. Detail your work hours. Suggest that your supervisor add his/her comments in the appropriate space. Submit these reports weekly to your ASU department office after you start work.

Employer Evaluation Form: Supply this form to your supervisor and provide sufficient time for his/her thoughtful and complete evaluation of you.

Note: Faculty must work within the time limitations of the academic calendar. Deadlines for course registration, as well as finalizing and submitting grades, make it imperative that interns submit the necessary paperwork and final notebook to the faculty mentor, department chair, or department office coordinator by the deadlines. Ignorance of the calendar, procedures, and deadlines is no excuse for failure to meet your obligations in full and on time.