Information Technology & Operations Management Internship
ISM 4940 (3 Credit Hours), Spring 2012

Instructor: Dr. Stuart D. Galup
Office Location: Broward campus – Liberal Arts Building room 485
Office Hours: TBD
Office Phone: 954-762-5616
Office FAX: 954-762-5245
E-Mail: sgalup@fau.edu
Web Site: http://itom.fau.edu/sgalup

COURSE DESCRIPTION

Internships provide students with an opportunity to gain valuable practical experience under the guidance of supervisor (mentor) in the work setting, as well as a professor in the academic setting. Goals are to give students insights into the operations of businesses and organizations and allow them to hone their Information Technology & Operations Management skills in a real-world setting.

The internship is a unique window into the operation of businesses and organizations, which help students hone their skills and gain insight to the specific industries. To the extent possible, placements are in industries closely aligned with a student’s major. This assists the student in evaluating his or her career choice while still enrolled in the university. Many times, successful internship experiences lead to job offers in companies or organizations in which students have interned. This is a valuable by-product of internships, though not one that can be guaranteed for every student.

In order to receive academic credit for an internship, students must complete a series of activities and reports throughout the semester and submit a semester project at the end of the semester. Once a student has been placed in an internship, he or she will enroll formally in the course. All internship registration forms will not be accepted by the Registrar without the signature of the supervising faculty member and a date stamp initialed by the Office of Career Placement and Internships in the College of Business. At the beginning of the semester in which the internship will take place, each student will be contacted via email by the course internship faculty supervisor.

Students will not be able to Register for and get Credit for Internships Retroactively!

The internship requires both satisfactory work performance evaluated by the student’s on-the-job Internship Mentor, as well as satisfactory academic performance evaluated by the Internship Faculty Supervisor. The Internship Faculty Supervisor may also consult with the Internship Mentor by phone, email, or work-site visit should the need arise based on either Internship Mentor or student concerns.

The Internship Faculty Supervisor will evaluate the student’s academic performance based on the production of both a Project Overview submitted at the beginning of the semester and the final Project Report/Portfolio submitted at the end of the semester.
Required actions to begin the process:

1. Employers are required to register on BizCareersLink, the Career Resource Center's online job system, in order to post positions.
2. Students are also required to register on BizCareersLink prior to the start of the semester of interning to search for opportunities. To register on BizCareersLink, students should go to http://business.fau.edu/bizcareerslink/student. For more information, call the Career Resource Center at 561-297-2819.

PARTIES TO THE INTERNSHIP

1. Intern – A student in one of the ITOM programs
2. Internship Mentor – the representative at the internship site that provides guidance to the Intern.
3. Internship Faculty Supervisor– academic mentor for the course

PREREQUISITES

Senior standing and faculty approval.

LEARNING OBJECTIVES

- Engaging the intern in the discipline or major
- Causing interaction with a variety of individuals, systems, and organizations
- Improving self confidence
- Using a variety of learning styles and frequently challenging participants to use new ways of learning and thinking
- Improving skills in research, communication in groups, interpersonal communication, and observation
- Improving critical thinking and problem-solving skills
- Personalizing learning, giving it relevance and meaning
- Putting learning into context to improve understanding and retention of concepts
- Providing networking and mentoring opportunities
- Conditioning the participant to adapt to change
- Frequently challenging attitudes and beliefs, which often change
- Helping a participant grow emotionally and learn from failure and success
- Helping an intern become a more motivated life-long learner

ASSIGNMENTS STANDARD

All assignments must be prepared in APA format.

All assignments must be submitted to SafeAssignment in Blackboard.

- Submit your paper to SafeAssignment
  (http://blackboard.fau.edu/webapps/portal/frameset.jsp)
- Instructions to submit to SafeAssignment:
  http://kb.blackboard.com/display/SAFE/Submit+a+Paper+to+a+SafeAssignment

**GRADING CRITERIA**

Students enrolled in the ITOM Internship will receive an actual (letter) grade for the course based on the following criteria. Students should be aware that since they are receiving academic credit for their management internship, their actual work performance is only a part of their grade. Superior work performance does not necessarily ensure a superior, e.g., A, grade.

The grading system is based on a 100-point scale, broken down as follows:

<table>
<thead>
<tr>
<th>PTS</th>
<th>ACTIVITY</th>
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</thead>
<tbody>
<tr>
<td>10</td>
<td>Internship Learning Agreement</td>
</tr>
<tr>
<td></td>
<td>Full points awarded to students who submit completed/acceptable Project Overview by the designated due date. A detailed description of the format of the Project Overview is provided in course material, on the course web site.</td>
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<tr>
<td></td>
<td><strong>Late postings will not be accepted for Internship Learning Agreement.</strong></td>
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<tr>
<td>10</td>
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<tr>
<td>20</td>
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specified in course materials. This Report/Portfolio will be evaluated based on its completeness, content quality, style, and relevancy to the internship. Late projects will be accepted with the prior approval of the Supervising Faculty.

CLASS POLICIES

- Grades will not be given out over the phone or by e-mail.
- Students are responsible for retaining copies of all material (hard-copy, grade sheets and disk copies) until the final grade is received.
- University policy states that a grade of “I” may be given only when a student is currently receiving a passing grade in the course. An incomplete is meant for hardship cases where you are unable to complete the course requirements due to circumstances beyond your control. Pay attention to drop dates. If the course is too much for you, drop it.

AMERICANS WITH DISABILITIES ACT (ADA)

In compliance with the Americans with Disabilities Act (ADA), students who require special accommodations due to a disability to properly execute coursework must register with the Office for Students with Disabilities (OSD) located in Boca Raton -SU 133 (561-297-3880), in Davie -MOD I (954-236-1222), in Jupiter -SR 117 (561-799-8585), or at the Treasure Coast -CO 128 (772-873-3305), and follow all OSD procedures.

ADA policy: [http://www.fau.edu/eop/ada/ada_policy.php](http://www.fau.edu/eop/ada/ada_policy.php)

ACADEMIC INTEGRITY

Students at Florida Atlantic University are expected to maintain the highest ethical standards.

Academic dishonesty, including cheating and plagiarism, is considered a serious breach of these ethical standards, because it interferes with the University mission to provide a high quality education in which no student enjoys an unfair advantage over any other. Academic dishonesty is also destructive of the University community, which is grounded in a system of mutual trust and places high value on personal integrity and individual responsibility. Harsh penalties are associated with academic dishonesty.


RELIGIOUS ACCOMMODATION

In accordance with rules of the Florida Board of Education and Florida law, students have the right to reasonable accommodations from the University in order to observe religious practices and beliefs with regard to admissions, registration, class attendance and the scheduling of examinations and work assignments.
(Listed under the "Policies for all students" section)

<table>
<thead>
<tr>
<th>COURSE SCHEDULE</th>
<th>Assignment</th>
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<tr>
<td>Session 1</td>
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<td>2</td>
<td>Checkup conversation</td>
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<tr>
<td>4</td>
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<td>Final review</td>
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# INTERNSHIP LEARNING AGREEMENT

**FLORIDA ATLANTIC UNIVERSITY**

**Information Technology and Operations Management Department**

## Semester participating:
- Spring  
- Summer  
- Fall  

**Document Due Date:**
- December 1  
- April 1  
- July 1

- Completed Internship Learning Agreement with signatures (Keep a copy for your records)
- Learning Objectives (3 required; Refer to worksheet on “Guidelines to Writing Objectives”)
- Resume
- Copy of your Academic History from DUCK
- Copy of your CIT and AASIT graduation applications

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**Student**

**IT Emphasis**

**Current Overall GPA**

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**Course #**  

- ☐ ISM4940 - 3 credits

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**What is the name of the organization (Internship Site)?**

---

**Internship Site Address**

---

**County**

---

**Internship Mentor**

**Title**

*(May not be a relative or a current student)*

---

**Internship Mentor’s Phone**  
**Internship Mentor’s E-mail**

---

**What does the organization do?**

---

**What department will you be working in?**

---

**How does that department contribute to the organization’s mission?**

---

**Is there an Internship Mentor available to guide your experience?**

---

**Please describe the internship project:**

---

**Internship Learning Objectives (see Guidelines to Writing Internship Learning Objectives):**

1. 
2. 
3.
INTERNSHIP LEARNING AGREEMENT

This Internship Learning Agreement is established to provide a basis of understanding between ITOM, the student intern, and the internship site. This agreement commits neither the internship site nor the student to permanent employment.

The Internship Faculty Supervisor agrees to:

1. Provide related academic assignments coordinated with the internship experience.
2. Communicate with the internship mentor throughout the semester to evaluate student’s work performance.
3. Assess degree to which student meets stated learning objectives.

The Intern agrees to:

1. Follow the rules and policies that apply to all employees.
2. Perform assigned tasks in a responsible manner.
3. Demonstrate honesty, punctuality, cooperation, courtesy, and a willingness to learn.
4. Maintain regular attendance both at the internship site.
5. Avoid unsafe acts and be alert to unsafe conditions.
6. Notify appropriate internship mentor or the Internship Faculty Supervisor of any significant difficulties experienced at the internship site.
7. Provide records or reports required by either ITOM or the internship site.
8. Facilitate obtaining a completed, end-of-semester evaluation form from Internship Mentor.

The Internship Mentor agrees to:

1. Provide an internship experience that permits student to meet her/his learning objectives.
2. Provide supervision that emphasizes the student’s safety as well as the learning objectives.
3. Clarify to permanent employees the expectations for the student’s internship.
4. Notify ITOM in a timely manner of any serious problems related to the internship, including a need to terminate student’s participation.
5. Furnish all necessary supplies and equipment.
6. Communicate periodically with ITOM representatives regarding student’s work performance.
7. Complete and submit a final internship evaluation on a designated form at the end of each semester. This evaluation will provide input for the student’s course grade.

We the undersigned agree to the conditions set forth in this Internship Learning Agreement.

<table>
<thead>
<tr>
<th>PRINT NAME</th>
<th>SIGNATURE</th>
<th>DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student</td>
<td></td>
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<tr>
<td>Internship Mentor</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

☐ APPROVED  ☐ DENIED

Internship Faculty Supervisor

(Date received with completed information and signatures ____________________ )
INTERNSHIP LEARNING AGREEMENT

Guidelines to Writing Internship Learning Objectives

Objectives are views as outcomes. In other words, what do you expect to learn or experience during your internship. Objectives are not tactics. In other words, objectives are not a punch list of tasks to be performed. Tactics should be listed for each objective. Each tactic should advance the particular objective it supports.

To begin writing Learning Objectives, first think about what you want to gain from this work experience.

- Do you want to learn new programming techniques?
- Do you want to discover new ways to enhance web pages?
- Do you want to understand what maintaining a database entails as users request changes or additions?
- Do you want to learn how this particular company implements a new product?

Use this list to develop at least three Learning Objectives.

Finally, list the specific tasks you will perform that lead to the accomplishment of each Learning Objective. List the contributions you will expect of your supervisor/mentor in guiding you in the performance of your tasks.

Make sure your type your submission. Use the spell-checker.

Sample Learning Objective
I have arranged to work for CBI incorporated. They develop applications that run on mobile devices such as cell phones and pda’s. I want to be a programmer. I have taken all the C++ courses and two of the Java courses at Clayton State University. If I obtain this internship, I would be working for Mr. Xena. He is the supervisor in charge of developing Java-enabled cell phone applications. He has agreed to provide me with tutorials, books and on-line help. He will evaluate my work and make suggestions for improvement.

Learning Objective 1: Enhance my program design skills
Mr. Xena wants to develop an application to view real-time weather reports on Java-enabled cell phones. I will work with his team in developing the input, processing and output specifications for this application. I will develop pseudo-code for one of the program procedures. Mr. Xena will also tutor me in CBI’s development environment so that I will be able to integrate my design efforts with their documentation procedures. This will give me valuable experience in working on a team, producing material in a timely fashion, and seeing exactly how my team’s efforts fit into the broader development cycle for this project. The team does peer reviews each week. I will participate in these reviews and receive valuable feedback on my strengths and weaknesses.

Learning Objective 2: Learn a new programming language
Jame is a pure Java generator for fractals. It is fast, extensible and easy to use. Since I have experience with Java, learning to use this tool will enhance my programming skills considerably. Mr. Xena’s team uses Jame and he will provide materials and tutorials for me to get up to speed. I will get a chance to try out the Jame environment when the team implements the program design from LO 1 above.

Learning Objective 3: Experience an actual testing environment
Since I studied Testing and Quality Assurance, I look forward to actually putting into practice the tools and techniques I learned. Our development team will begin testing the new application in time for me to participate in the process. Mr. Xena assures me that I will definitely get my hands dirty in the testing and debugging process.
PROGRESS REPORTS

ITOM Department
Florida Atlantic University

Intern_________________________________________
Employer_____________________________________
Week Ending__________________________________

1. List your activities including the departmental locations and major work assignments.
__________________________________________________________________________________
__________________________________________________________________________________
__________________________________________________________________________________

2. List the main duties you performed in carrying out your work assignments.
__________________________________________________________________________________
__________________________________________________________________________________
__________________________________________________________________________________
__________________________________________________________________________________

3. List any problems or difficulties you have encountered during the past week.
__________________________________________________________________________________
__________________________________________________________________________________
__________________________________________________________________________________

4. Do you currently have any work-related problems in which you desire assistance from your Internship
   Mentor or internship faculty supervisor?   Yes__________   No__________

Please list the phone number(s) where you may be reached.
__________________________________________________________________________________

Please return this Weekly Report to your Internship Faculty Supervisor at the end of each week.
EMPLOYER’S END-OF-SEMESTER EVALUATION

Intern _______________________________________________

Employer________________________________________________________________

Internship Mentor______________________________________________________________________ Date
of Rating___________

Please rate each dimension “good,” “fair” etc. Comment on those receiving “unsatisfactory” or “outstanding”

1. Impact (creating a good first impression; displaying confidence)
__________________________________________________________________________________________

__________________________________________________________________________________________

2. Initiative (self-starting; acting rather than reacting)
__________________________________________________________________________________________

__________________________________________________________________________________________

3. Judgment (reaching logical conclusion based on evidence)
__________________________________________________________________________________________

__________________________________________________________________________________________

4. Leadership (effectiveness in guidance)
__________________________________________________________________________________________

__________________________________________________________________________________________

5. Setting priorities
__________________________________________________________________________________________

__________________________________________________________________________________________

6. Motivation (desire to achieve, to advance)
__________________________________________________________________________________________

__________________________________________________________________________________________

7. Flexibility (ability to modify behavior to reach goal)
__________________________________________________________________________________________

__________________________________________________________________________________________

8. Decisiveness (readiness to make decisions)
__________________________________________________________________________________________

__________________________________________________________________________________________
9. Receptiveness to supervision

__________________________________________________________________________________________

10. Enthusiastic attitude

__________________________________________________________________________________________

11. Communication skills (oral and written skills)

__________________________________________________________________________________________

12. Creativity (providing imaginative solutions)

__________________________________________________________________________________________

13. Tolerance to stress (stability under pressure)

__________________________________________________________________________________________

14. Sensitivity (reacting sensitively to others)

__________________________________________________________________________________________

15. Planning and organizing (effectiveness)

__________________________________________________________________________________________

16. Neat and business-like attire

__________________________________________________________________________________________

17. Attendance

__________________________________________________________________________________________

18. Maturity (willingness to accept responsibility)

__________________________________________________________________________________________

Please circle overall rating:  Unsatisfactory  Fair  Good  Very Good  Outstanding

In your opinion, is this Trainee ready to assume management responsibilities at this time? ________
INTERNERSHIP PROJECT REPORT/PORTFOLIO
WRITTEN PROJECT REVIEW

ITOM Department
Florida Atlantic University

Name_______________________________
Employer______________________________
Week Ending______________________________

After reviewing the written project, please evaluate its contents from the following points of view. Circle the appropriate number that represents the level of quality for each point and an Overall Project Grade. Write in comments you believe would be helpful in interpreting or justifying your numerical grades.

I. GENERAL IMPRESSION
(neatness, structure, clarity, etc.)

II. ACCURACY
(factual, consistent, free of errors and ambiguities, current, etc.)

III. COMPLETENESS
Covers all functional areas (e.g. as defined in Internship Project Overview)

IV. EVALUATIONS
(end of each functional section)Identification of strengths, weaknesses/problems and reasonable suggestions for improvements

OVERALL PROJECT GRADE ________________

SIGNATURE OF REVIEWER ______________________________________________
POSITION ______________________________________________________________