Columbus State Community College

INTERNSHIP & PRACTICUM PROGRAM

Business Programs
Computer Science
Integrated Media and Technology

STUDENT PACKET

WWW.CSCC.EDU/INTERN

COLUMBUS STATE
COMMUNITY COLLEGE
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WHAT IS AN INTERNSHIP?

An internship is a mentored work experience with an educational focus related to a student’s major. Typically, students participate in an internship for one session in their final semester. Internships are completed for credit with many majors requiring completion. The internship program at Columbus State Community College consists of two courses: the Practicum course, or work experience, along with the Seminar course, the academic component. In some degree programs, these courses are combined into one course for semesters.

WHY INTERN?

- **Explore your career field**
  - Gain practical and meaningful work experience.
- **Earn college credit**
  - Successful internships can increase your GPA.
- **Make yourself more marketable**
  - Internships look great on resumes.
- **Job search and Interview experience**
  - Practice searching and interviewing is critical.
- **Internships lead to employment**
  - Approximately 60% of interns last year were offered continued employment.
- **Compensation**
  - Over 50% of interns are paid; many others include stipend bonus compensation.

WHAT ARE THE CHARACTERISTICS OF A SUCCESSFUL INTERN?

- Appropriate dress
- Professionalism
- Tactfulness
- Initiative
- Appreciation
- Enthusiasm
- Attentiveness
- Hard work
- Accuracy
- Preparation
- Prompt arrival
- Ethical behavior
- Strong relationship w/ mentor
- Accepts criticism
- Effective communication
HOW SOON SHOULD I START PLANNING FOR MY INTERNSHIP?
Typically, you should start the internship process three months before the session you intend to enroll in the courses. Remember, the internship courses run concurrent to the CSCC academic calendar. This window is only a guide, not a requirement. Many students are able to quickly find positions and are able to work through the process in less time. If you have an internship position already secured, the approval and enrollment process can be accomplished quickly.

WHAT ARE THE QUALIFICATIONS FOR THE INTERNSHIP PROGRAM?
➢ To apply for the program:
  • Must have declared Columbus State major.
  • Maintained a minimum GPA. (varies by program)
  • Completed or currently enrolled in all prerequisites.
  • Entering your last semester prior to graduation.
➢ To enroll in the courses:
  • Apply online for internship program.
  • Perform an internship search.
  • Secure an internship position.
  • Submit your Approval Request Form with position description to the Internship Coordinator for approval.
  • Once approved, the course instructor or coordinator will enroll you in both the practicum and seminar courses.
## Internship Checklist

### PREPARATION CHECKLIST (The timeframe is a guideline, not a requirement)

<table>
<thead>
<tr>
<th>Task</th>
<th>Timeframe</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apply for Internship Program (Apply online at <a href="http://www.cscc.edu/intern">www.cscc.edu/intern</a>)</td>
<td>3 months prior to internship</td>
</tr>
<tr>
<td>Response email sent from Internship Program Coordinator after application is submitted.</td>
<td>3 months prior to internship</td>
</tr>
<tr>
<td>Prepare for and conduct job search.</td>
<td>2-3 months prior to internship</td>
</tr>
<tr>
<td>Interview and secure internship position.</td>
<td>1-2 months prior to internship</td>
</tr>
<tr>
<td>Finalize employer and position by submitting the APPROVAL REQUEST FORM and INTERNSHIP AGREEMENT FORM to Internship Coordinator via scan/email, fax, or delivery to campus.</td>
<td>Prior to accepting position</td>
</tr>
<tr>
<td>After approved, you will be enrolled in appropriate internship course(s) by faculty.</td>
<td>After obtaining approval</td>
</tr>
<tr>
<td>Courses begin and open on Blackboard.</td>
<td>Beginning of Semester</td>
</tr>
</tbody>
</table>

This checklist is to be used as a guide when approaching your internship experience. Some programs and position searches will require greater or less time to complete.
CAN I USE A CURRENT EMPLOYER IN MY INTERNSHIP EXPERIENCE?

There are three key components to the internship. The internship is to be a *mentored, learning experience in your field*. First, it must be mentored or supervised. It must be a learning experience, meaning you must go beyond your typical functions. Finally, it must relate to your major and apply what you have learned. There is flexibility with the internship if these aspects are met. Many times we can incorporate a current employer into an internship. Some majors also allow consultative or freelance work to apply.

For the internship to be a "learning" experience, you must be doing something above and beyond what you currently do. Your current position duties might be applicable and can help qualify you for the hour requirement needed. However, you will need to take on a new project/initiative during the semester for it to be a "learning" experience. This could include working with your supervisor or the director to gain access to a new project being worked on, shadowing a higher level associate, and/or sitting in on meetings for larger issues. This does not need to be your only duty, but should be done to enhance what you currently do. These responsibilities will need to be in a capacity directly related to your degree track.

I DON'T HAVE AN INTERNSHIP YET, HOW DO I BEGIN MY SEARCH?

First, make sure you have applied online at [www.csc.edu/intern](http://www.csc.edu/intern). A response email will be sent to you with a list of known internship opportunities for your major. Then, prepare for your internship search.

- Create/update your professional resume.
- Create a cover letter that is customized to your internship search.
- Develop a list of references.
- If you need assistance in creating these, email the Internship Program Coordinator.
- **Columbus State does not “place” students into internship positions. Students are responsible for securing their internship employment. We assist in identifying available opportunities; however, the student must apply, interview, and be offered employment from the company to ultimately obtain a position.**
SEARCHING FOR AN OPPORTUNITY

The most critical component of the internship is finding the right internship mentor. Preparation is very important to conducting a successful job search. Begin by following these few tips:

➢ Determine your priorities in the internship
  - Small Company vs. Large Company
  - Public vs. Private
  - Non-Profit vs. For-Profit
  - Paid vs. Nonpaid (the availability of paid internship often depends on your field)
  - Location of the company (where in Columbus would you prefer to work?)

* Remember, you may not find an opportunity that matches every criteria; but think about which components are the most important to you. It can help you as you begin your search.

1) Plan your search by determining priorities
2) Develop or update your resume
3) Identify and contact employers
4) Apply and prepare for interview
5) Follow up on all applications and interviews
6) Keep Internship Program Coordinator updated
7) Obtain approval prior to accepting position
8) Once approved, you will be enrolled in the courses.

➢ Develop or update your resume
  - For tips on Resume and Cover Letter creation, please see the following links:
    • CSCC Career Center - [http://cs.acloche.com/Contact.htm](http://cs.acloche.com/Contact.htm)
    • Columbus Internships Sample Resumes - [http://dev.columbusinternships.com/students/samples.php](http://dev.columbusinternships.com/students/samples.php)

WSJ Career Journal – New Rules for Updating a Resume
([http://online.wsj.com/article/SB1000142405270230365745763612674900024.html](http://online.wsj.com/article/SB1000142405270230365745763612674900024.html))

Bulletproofing Your References in the Hunt for a New Job
([http://online.wsj.com/article/SB123904785521794145.html](http://online.wsj.com/article/SB123904785521794145.html))

Surviving the Job Search Highs and Lows

Do’s and Don’ts for Emailing Cover Letters and Resumes
([http://online.wsj.com/article/C61120QANDASTRATEG.html](http://online.wsj.com/article/C61120QANDASTRATEG.html))
Identify and contact employers

- Columbus State Job Board:
  - View the online job board on the internship website at:
    - [http://www.cscc.edu/academics/internships/business/internOB-Board.shtml](http://www.cscc.edu/academics/internships/business/internOB-Board.shtml)
- Intern in Ohio: [cscc.interninohio.com](http://cscc.interninohio.com)
- Networking:
  - Use your personal contacts! Make contact people you know at local companies.
- Online Job Boards:
  - [http://www.columbusinternships.com](http://www.columbusinternships.com)
  - Others:
    - [www.MonsterTrak.com](http://www.MonsterTrak.com)
    - [InternJobs.com](http://www.InternJobs.com)
    - [Internships4you.com](http://www.Internships4you.com)
- Internet Search Engines: Google, Yahoo.
- Company Websites: search specific companies in Columbus, most have contact information for HR.
- Databases and Yellow Pages: resources to find companies to call.

A New Job Just a Tweet Away
([http://online.wsj.com/article/SB10001424052970204584404574393102737256542.html](http://online.wsj.com/article/SB10001424052970204584404574393102737256542.html))

Beyond Job Boards
([http://online.wsj.com/article/SB10001424052970203872404574260032327828514.html](http://online.wsj.com/article/SB10001424052970203872404574260032327828514.html))

Giving a Stalled Job Search a Jump-Start
([http://online.wsj.com/article/SB10001424052748704500604574483430441125284.html](http://online.wsj.com/article/SB10001424052748704500604574483430441125284.html))

Too Busy to Start Over?
([http://online.wsj.com/article/SB123949114013011273.html](http://online.wsj.com/article/SB123949114013011273.html))
Complete application accurately and be prepared for interviews

- Make sure application is legible; typed if possible.
- Be accurate and answer all questions completely.
- Ensure you make time available for interviews; be flexible in your schedule.
- Interviewing articles/tips:
  - [http://online.wsj.com/article/SB123966126017514865.html](http://online.wsj.com/article/SB123966126017514865.html)

The Interview That’ll Bag a Job
([http://online.wsj.com/article/SB123966126017514865.html](http://online.wsj.com/article/SB123966126017514865.html))

Interview Etiquette Begins the Minute You Walk in the Door
([http://online.wsj.com/article/SB115438788661022789.html](http://online.wsj.com/article/SB115438788661022789.html))

To Snag a Job Offer, Learn What Damage You Do in Interviews
([http://online.wsj.com/article/SB114653031603141039.html](http://online.wsj.com/article/SB114653031603141039.html))

How to Answer 23 of the Most Common Interview Questions

How to answer 10 tough interview questions

Telephone Interviews

Be Prepared When Opportunity Calls
([http://online.wsj.com/article/SB11392757768966742.html](http://online.wsj.com/article/SB11392757768966742.html))

The New Trouble on the Line
([http://online.wsj.com/article/SB124390348922474789.html](http://online.wsj.com/article/SB124390348922474789.html))

More Ways to Ace a Phone Interview
([http://online.wsj.com/article/SB124389975664774435.html](http://online.wsj.com/article/SB124389975664774435.html))
Preparing for the Interview
The goal of all interviews is to give both the person being interviewed and the company representative to learn enough about each other to decide whether there is a mutual fit. In preparation for your internship interview, review the following questions and be prepared to respond during your interview.

**College Related Questions**
- Why have you majored in your specific concentration?
- What is your GPA and how does it reflect your ability?
- What factors did you consider in choosing your major?
- How do you feel you have changed personally since beginning college?
- What extracurricular activities have you participated in and why?
- Knowing what you know now, would you change any decision regarding your collegiate path?

**Company Specific Questions**
- What do you view as the most important benefit you will attain for your participation in an internship?
- Why are you interested in our organization?
- What are a few things that are most important to you in a position?
- What concerns do you have regarding the internship position with our company?
- What characteristics do you think are key for this position?
- How have your educational and work experiences prepared you for this position?
- What can you contribute to this company?
- What do you expect the company to contribute to you?
- Why are you the best candidate for this position?

**General Interview Questions**
- What goals have you set for yourself immediately and long term? How do you anticipate achieving them?
- Who or what has had the greatest influence on the development of your career interests?
- Describe one project experience that you have initiated.
- Describe a conflict you have had and how did you resolve it.
- What do you feel are your strengths and weaknesses?
- What has been your most valuable work experience and why?
- What is the most useful criticism you have received and who was it from?
- Describe a problem you have worked to solve in your work experience.
- Describe a situation that best demonstrates your analytical ability.
- What has been your greatest challenge?
- How do you feel about the benefits and challenges of working in teams?
- Do you think you are a team player?
- How would you describe your leadership style?
- Describe a leadership role that you have had in work or school, what was the greatest challenge?
- Describe an idea that you developed and implemented that was creative or innovative.
- Describe a large project that you have worked on and the most important skills that were involved.
- Describe how you view your motivational ability.
- Describe a situation that caused you stress and describe how you dealt with the pressure.
- Describe a difficult decision you have had to make and why you chose a specific course.
- Describe an instance where you failed in some capacity and how you handled it.
- What frustrates you the most?
- Describe how you react when your credibility is questioned.
- What are the most important characteristics in a good manager?
- What are your most satisfying accomplishments?
Follow up on all resume submissions, applications, and interviews

- Always send a thank you letter promptly after an interview.
- If no interview was granted, follow up via a phone call, letter, even a visit.
- Employers are often seeking enthusiastic candidates and your interest will distinguish you from other potential interns.

Notes to Interviewers Should Go Beyond a Simple Thank You
(http://online.wsj.com/article/SB120215930971242053.html)

Will a Thank-You Note Help Me Land a Job?
(http://online.wsj.com/article/C50708QANDAINTERVI.html)

Follow-Up/Thank You Letters
(http://www.scrippscollege.edu/students/career/resume/follow-up.php)

Dress Code
Interview Dress Code
(http://jobsearch.about.com/od/interviewsnetworking/a/dressforsuccess.htm)

Business Casual Dress Code
(http://humanresources.about.com/od/workrelationships/a/dress_code.htm)

Formal Dress Code
(http://humanresources.about.com/od/workrelationships/a/dress_formal.htm)

Tips on Dress for Women
Interview
(http://www.collegefashion.net/fashion-tips/how-to-dress-for-a-job-interview/)
(http://www.best-job-interview.com/interview-attire.html)

Daily work
(http://www.collegefashion.net/fashion-tips/what-to-wear-to-work-or-an-internship/)

Tips on Dress for Men
Interview
(http://www.best-job-interview.com/interview-dress.html)

Professional Dress
(http://mens-fashion.lovetoknow.com/Professional_Dress_Codes)
Professional Dining Behavior
- Turn off your cell phone
- Introduce yourself properly to each member of the party
- Do not lead the conversation
- Avoid messy meals when ordering
- Place napkin in lap
- Eat only when everyone has been served
- Be courteous when using table condiments/appetizers
- Only cut a few pieces of food at a time
- Avoid discourteous behavior such as blowing your nose, talking with your mouth full, spitting out food, or picking your teeth
- Avoid conversations of race, religion, politics
- Educate yourself on possible topics in current events, company news

Lessons in the Art of the Meal
(http://online.wsj.com/article/SB10001424052970204348804574402623786359860.html)

Electronic Communications

Texting
Young Job Candidates Find Too-Casual Tone of Textspeak Turns Off Hiring Managers
(http://online.wsj.com/article/SB121729233758791783.html)

Email Etiquette
(http://www.emailreplies.com/#1concise)

Not So Fast
(http://online.wsj.com/article/SB10001424052970203550604574358643117407778.html)
I HAVE BEEN OFFERED AN INTERNSHIP POSITION, WHAT IS THE NEXT STEP?

- Develop and submit your position description Approval Request Form and Internship Agreement to the Internship Program Coordinator (intern@csc.edu) to obtain approval.
- [http://www.cscc.edu/academics/internships/business/forms.shtml](http://www.cscc.edu/academics/internships/business/forms.shtml)

**POSITION DESCRIPTION – APPROVAL REQUEST FORM**

Once you have a position that you would like to serve as your internship, you will submit a position description Approval Request Form which includes the company, supervisor information, hours, and a list of duties that you will complete during the internship. Highlight components that are specific to your major and what projects you will be taking on during the semester. **Be descriptive on your job duties; a few words is not sufficient.** Include computer/office hardware, software programs, computer languages, systems, etc. that apply to your degree program.

**INTERNSHIP AGREEMENT FORM**

Additionally, you will complete the appropriate Internship Agreement Form and sign along with your mentor. Traditional paid internships, including those adapting current employment, will use the regular form. Unpaid interns will complete the Unpaid Internship Agreement. This must be submitted along with your Approval Request Form before you can be approved and enrolled in the course(s).

**Hour Requirement:** The weekly internship hour requirement for your degree program is based on the number of credit hours for the Practicum course multiplied by seven (7). For instance, the Marketing Practicum course (MKTG 2902) is valued at three credit hours; therefore the minimum requirement is 21 hours per week (3 credit hours x 7 work hours x 15 weeks = 315 hours by the end of the semester). There is some flexibility that can be made by starting your internship early. Work completed for the internship at home can also count towards the hour requirement. *The business program department has a combined practicum/seminar course. For these majors, the practicum requirement is the total credit hours minus one. Most are two (2) credit hour practicum’s requiring 210 hours of internship work. Please contact the Internship Program Coordinator for your specific program requirements.*
MY POSITION WAS APPROVED, HOW DO I ENROLL?

- Once you are approved, you will be sent an approval email.
- After you are approved, the course instructor will register you in the appropriate “Practicum” and corresponding “Seminar” classes; these two courses combine for the overall “Internship” course.

DURING INTERNSHIP

- Internship materials will be available after the start of the semester on Blackboard.
  - There are no class meetings, except for a presentation in some programs.
- Complete Internship Weekly Activity Reports.
  - Each week you will detail your activity/learning at the internship.
  - Expand on your duties; explain what you have learned and insight on the week.
  - Report is due each week and submitted to Internship Course Instructor.
- Complete program assignments/projects which vary based on program.

COMPLETION OF THE INTERNSHIP

- Final Project Report and Presentation (if applicable to your program).
  - Conducted during final two weeks.
  - Report focuses on what you learned in internship.
  - Demonstrate your contribution to special projects.
  - Discuss improvements you would implement.
  - Presented to Internship Course Instructor.
- Mentor evaluations due to Internship Course Instructor.
  - Remind your mentor to promptly complete your evaluation.
  - Many program concentrations have some position specific evaluations; contact your Internship Course Instructor for additional information.
- Student evaluations due to Internship Program Coordinator. An email with the online survey link will be sent out towards the end of the semester. This must be completed by the deadline to finalize the internship.
RESPONSIBILITIES

- **Internship Program Coordinator** – This person is responsible for assisting students in the beginning stages of the internship. They help to identify opportunities, prepare you for your search, and assist you in gaining approval for your position.

- **(Faculty) Internship Course Instructor** – This person will be your instructor on the internship courses during the semester. This person will approve your position and assist you in enrolling in the appropriate courses. The instructor will also be responsible for grading your projects and gathering feedback from your mentor.

- **Supervisor / Mentor** – The mentor will serve as your supervisor during the semester. They are to provide the student with a realistic work experience and evaluate the student’s performance at the end of the semester.
<table>
<thead>
<tr>
<th>Course</th>
<th>Quarter</th>
<th>Semester</th>
<th>Course Instructor</th>
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<tbody>
<tr>
<td><strong>COMPUTER SCIENCE</strong></td>
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</table>
| Computer Science          | CIT 299/290 | CSCI 2802/2902 | Gloria Rogiers  
grogiers@cscce.edu  
614.287.2564 |
| **INTEGRATED MEDIA & TECHNOLOGY** |         |           |                                        |
| Digital Design and  Graphics | GRPH 260/261 | DDG 2802/2902 | Norm Clevenger  
ncleveng@cscce.edu  
614.287.5072 |
| Digital Photography       | FOTO 294/295 | FOTO 2802/2902 | Gene Strickland  
wstrickl@cscce.edu  
614.287.5045 |
| Interactive Media         | IMMT 251/252 | IMM 2802/2902 | Jon Lundquist  
jlundqui@cscce.edu  
614.287.5647 |
| **BUSINESS PROGRAMS**     |         |           |                                        |
| Accounting                | ACCT 271/272 | ACCT 2901 | Terrie Stolte  
tstolte@cscce.edu  
614.287.2798 |
| Business Management       | BMGT 260/261 | BMGT 2901 | Dr. Lydia Gilmore  
lgilmore@cscce.edu  
614.287.3908 |
| Business Office Applications | BOA 270/271 | BOA 2950 | Marcia Brandt  
mbrandit2@cscce.edu  
614.287.2718 |
| Entrepreneurship / Small Business Management | BMGT 238/239 | BMGT 2902 | Jonathan Krabill  
jkrabill@cscce.edu  
614.287.2823 |
| Finance                   | FMTG 271/272 | FMGT 2901 | Jack Popovich  
jpopovic@cscce.edu  
614.287.2685 |
| Human Resources Management | HRM 242/243 | HRM 2901 | Contact:  
intern@cscce.edu |
| Supply Chain Management   | LOGI 241/242 | SCM 2802/2902 | Lee Blyth  
lblyth@cscce.edu  
614.287.5175 |
| Marketing                 | MKTG 241/242 | MKTG 2802/2902 | Shane Kirby  
skirby2@cscce.edu  
614.287.2095 |