Course Syllabus ISM 411

Course Title: Undergraduate Internship
Credits: 1, 2 or 3 credit hours
Prerequisites: Admission to the Bryan School, 3.0 GPA, Approval by instructor
For Whom Planned: Undergraduate ISOM students
Instructor: Maurie Lockley Office: 483 Bryan Building (334-4983)
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Catalog Description:
The primary objective of this course is to provide a student with the opportunity to apply skills learned in the classroom and to develop new skills in real-world business environments.

Student Learning Outcomes:
In general, participation in an ISOM internship should result in a learning experience which enhances the student’s ability to perform effectively and succeed as an Information Systems professional, particularly during the early stages of his or her career. Specific learning objectives which should be accomplished through participation in this course include, but are not limited to, the following:

- understand and sharpen information technology skills, including the use of word processors, spreadsheets, email, databases, web-based applications, software applications, programming languages, end user training materials and documentation;
- comprehend the importance of written and oral communication skills in a professional setting, and an improvement of those skills;
- realize the importance of interpersonal skills in a professional setting, and an improvement of those skills;
- value the “business” aspect of Information Systems and how they support business processes;
- recognize the political forces at work in the professional workplace.

Evaluation Methods and Guidelines for Assignments:
Students will be evaluated on the work submitted and on the timely nature of the submission. Required Documents include:

- Learning Contract
- University Instructional Agreement
- Weekly Progress reports
- Prompt replies when the instructor requests that an item in the weekly report be clarified
- Supervisor’s review
- Final Written report.
Teaching Strategies: Instructor supervision and mentoring during the internship.

Internship Work Experience:
Students must obtain an internship position that requires the use of Information Technology. To receive academic credit, the internship position must be approved in advance by the Instructor who administers this course. Retroactive credit will not be granted. The internship must consist of at least 75 hours of employment for 1 credit hour, 150 hours of employment for 2 credit hours and 225 hours of employment for 3 credit hours, as scheduled between the instructor and employer.

Required Contracts:
Each intern will submit a signed (by the internship supervisor, the instructor and student) learning contract based on the job description to the instructor prior to the start of the internship. The purpose of this document is to insure that the internship experience involves sufficient rigor to merit University credit requirements. Under unusual circumstances, the learning contract may be stipulated no later than the first week of the internship. By submitting this document late, the student risks that instructor may not approve the learning contract. In the event the position description cannot be modified to supply sufficient rigor, the student will be notified that they will not receive academic credit for that position. The student may choose to remain in the position and withdraw from the class credit or seek a more acceptable position. Each student will submit the University Instructional Agreement signed by the by the internship supervisor, the instructor, student and Dean Weeks.

Weekly Status Reports:
Each student should submit, to the instructor, a weekly status report detailing the number of hours worked, tasks completed and new skills obtained. E-mail submission is preferred.

On Site Visitation
When possible, the instructor will schedule at least one visit to the intern at the internship site.

Final Written Report:
Upon completing the internship, students must complete a written report, which discusses their internship experience. The written report should consist of an introduction about the firm itself, the company’s history and operations. The next section is a descriptive summary of the duties performed and responsibilities assumed by the student during his or her internship assignment. The more substantive requirement of the written report is that the student should discuss what he or she learned as a result of the internship experience and elaborate on how the experience enhanced his or her education. This discussion may include specific examples of how the internship improved the student’s understanding of material covered in other courses, as well as any synergistic effects on his or her education of the combined classroom and workplace experience. One important aspect of the written report is that the student must specifically relate his or her internship experience to the list of learning objectives discussed above. The report should be a maximum of 8 pages, single-spaced with 11 point font.

Student-Faculty Consultation:
A student-faculty consultation will take place at the onsite visit and after the student has submitted his or her written report. The purpose of this consultation is to allow the supervising faculty member to better ascertain the quality of the student’s internship experience. Among other things, the consultation will include a discussion of how well the internship learning objectives were accomplished.

**Internship Assessment Report:**
The student’s employer will be asked to complete both a midterm and a final assessment report to review the performance of the student. The assessment includes the review of the following skill areas:

- Ability to Learn
- Reading/Writing/Computation
- Listening & Oral Communication
- Creative Thinking & Problem Solving
- Professional & Career Development
- Interpersonal & Teamwork
- Organizational Effectiveness
- Basic Work Habits
- Character Attributes

Students will be assigned a grade of satisfactory or unsatisfactory. Grades will be judgmentally determined by the supervising Instructor upon the completion of all course requirements. It can be assumed, however, that to achieve a grade of satisfactory students must demonstrate through the written report, the employer assessment report and the student-faculty consultation that they have reasonably achieved the internship learning objectives discussed above.

**Required Texts/Readings/References:** None. However the instructor reserves the right to assign reading materials to assist the student’s growth and development when an area of weakness is identified.

**Topical Outline:** N/A

**Academic Honor Code:**
Each student must complete the requirements of this course in all respects in conformity with the UNCG Academic Integrity Policy and the UNCG Student Code of Conduct. The full text of both of these documents is available for your inspection on the UNCG web site at http://saf.dept.uncg.edu/studiscp/Manual.html. The paragraph below, which was taken from the Academic Integrity Policy, highlights students’ responsibilities regarding academic integrity.

> Students should recognize their responsibility to uphold the Academic Integrity Policy and to report apparent violations to the appropriate persons. Students who do not understand the policy or its application to a particular assignment are responsible for raising such questions with their faculty member.

One specific matter covered by the Policy is plagiarism. Because there is a written assignment in this course, and because students are sometimes unfamiliar with the definition and consequences
of plagiarism, you may want to examine the Academic Integrity Policy yourself. The specific mention of plagiarism here is not meant to imply that other aspects or violations of the Policy are less important. Any detected violations of any aspect of the Policy will be fully pursued in accordance with the provisions therein.

**Attendance Policy:** Students are responsible for adhering to their work schedules as requested by the employer. Failure to do so, will result in an unsatisfactory grade for the course.