



California State University  
**SAN MARCOS**  
OFFICE OF INTERNSHIPS

## INTERNSHIP HANDBOOK

### For Students

If you have questions that are not addressed, please contact the **Office of Internships** at (760) 750-7005 or [internships@csusm.edu](mailto:internships@csusm.edu).

### What is an academic internship?

An academic internship, paid or unpaid, is an educational strategy that links classroom learning and real-life applications. A high quality internship is a learning experience facilitated by collaborative community partners that help students achieve personal and professional growth and competitive advantage in the global workforce. The main priority of the internship experience is to provide students with a professional learning experience in which they gain new knowledge by performing tasks, working on projects, completing other on-the-job learning experiences in a professional work environment, and through mentoring. Internships provide students with the opportunity to test a tentative career choice.

### Benefits of an academic internship

- Gain professional experience and transferable skills
- Develop new skills and refine others
- Explore a prospective career path
- Earn academic credit
- Network with professionals in your field, for references and future job opportunities
- Gain a competitive edge on the job market or for post-baccalaureate studies

### Earning academic credit for an internship

Many of CSUSM's academic departments offer credit-bearing internship courses; some are open to non-majors while others are required/restricted courses open only to students in those majors. In order to earn academic credit for an internship experience, you must be enrolled in an internship course. Please contact the faculty member of your internship course to determine course requirements, supplemental department forms/processes, recommended internship placement sites, major-specific internship credit limitations, and other pertinent guidance.

If your department does not offer an internship course, contact the **Office of Internships** at (760) 750-7005 or [internships@csusm.edu](mailto:internships@csusm.edu) to see how we may assist you.

## How to find an internship?

Finding the internship that is right for you is a three-step process: Determine Your Internship Goals, Prepare/Polish Your Job Search Skills, and Track Down Internship Sources.

### Determine Your Internship Goals

Before you can even start thinking about finding an internship, you need to spend time reflecting on your goals for obtaining an internship. Consider these questions:

- **What are your specific career interests?** An internship is a great tool to help you define your career goals by exposing you to a particular field or industry to find out if the career you're considering is really right for you. As important as classroom learning is, there's no substitute for actually witnessing and participating in the daily routine. Internships can help you become familiar with the duties of many different people in an organization, which can help narrow your focus and let you decide if the career you dream of is the right career for you.
- **Why do you want an internship and what do you hope to gain from it?** There are multiple reasons for obtaining an internship, including answering the question above. Other possible reasons include learning new skills, gaining networking connections, adding work experience to your résumé, and as an entry point that you hope leads to a full-time position with the employer when you graduate. Internships also offer flexibility since you and your site supervisor determine your work schedule.
- **What type of organization are you interested in?** Organizations come in all sizes and shapes, including public agencies, not-for-profit organizations, and businesses. What are you looking for? Issues to consider include size, ownership, mission/objective, etc.
- **Where do you want to have your internship?** If your internship is during the regular semester, you might need an internship close to campus, but during the summer months you may wish to have an internship out-of-state where you hope to land a full-time position when you graduate -- or just to experience a place in which you have never lived before. Keep in mind that out-of-state internships generally require advanced planning to arrange for travel, lodging and other logistics. Plan ahead!

### Prepare/Polish Your Job Search Skills

As internships become more and more competitive, it becomes even more important for you to have a strong set of job-search skills from the below list.

- Cover letter writing
- Résumé preparation
- Interviewing strategies

## Track down internship sources

If your department has an internship program, the first place to start is with the internship coordinator or faculty advisor in your own department. They may offer guidance and/or have a list of possible organizations. If you have an internship site in mind that is not on their list, discuss the possibility of getting approval for the organization you are interested in. Your faculty member may direct you to the Office of Internships for assistance in identifying placement sites.

## How to land an internship

1. **Contact the organization** that you are interested in to set up an interview. Identify yourself as a \_\_\_\_\_major (or student) at CSUSM. Intern community partners only know what you tell them about yourself. It is important to express your qualifications in the most positive, albeit realistic, light. Remember, first impressions are important. Have a letter of introduction ready to send that includes the following:
  - a. A brief statement of interest in working in their organization with some background rationale if possible. (The rationale could include the connection between the internship setting and your career plans, your interest in the issues handled by the office, your unique skills which could be put to use, etc.).
  - b. A specific set of dates outlining the duration of the internship and the time commitment within that set of dates.
  - c. A brief statement of one's qualifications that highlight key elements of your formal résumé. Specific examples of one's abilities and skills are important. The organization may request a writing sample. It is appropriate to include this in the initial package.
  - d. A request for further guidance as to what other information the organization needs to make a decision.
  
2. **A formal résumé** is the traditional business method for presenting oneself. Although the résumé may be prepared for mass distribution, it is best when it is tailored to the specific application at hand. The more you know about the needs of a particular office, the more you can highlight what you have to offer. For a college student with limited work experience, the résumé is somewhat different than for a person in the working world. Target your résumé to a particular position, and highlight the relevant experiences and skills for that job. The résumé should include:
  - Biographical and contact information, e.g., current address, telephone number, email, etc.
  - An outline of specific skills, e.g. letter writing, research, statistics, computer work, public polling, computer skills, etc.
  - Previous employment
  - Education record

- Academic experiences that indicate skills and the ability to work independently
- References (choose references from those who are most likely to tell something about your ability to do the job and from those who are likely to carry some weight with the potential sponsor)
- Career plans

Make sure the cover letter and résumé are error free and professional. Don't rely solely on your spell checker or your own eyes. Have someone else proofread for you.

3. **Arrange an interview:** Many internship partners require either an in-person or phone interview. Prepare for the interview by finding out as much as possible about the interviewer and their office operation and anticipating their questions, i.e., tell me about yourself, why do you want to work here, what skills would you bring to the job, what are your most important strengths/weaknesses. Also, have some questions of your own, i.e., what kinds of assignments can I expect to get, what did your last (current) intern do, what do you expect of interns, etc. Questions not only allow you to gather important information, but also indicate your interest. At a minimum, ask the timetable for making a decision. Immediately send a follow-up thank you letter to the interviewer. This serves as a subtle reminder that they need to take action and signals to the interviewer your professionalism and commitment to following through.
  - Be **flexible** about your work schedules and assignments.
  - Be **specific** about your interests.
  - Be **realistic** about possible placements.

## You're offered an internship, what next?

Let your faculty supervisor know immediately. In addition to instructing you on how to register for course credit, your faculty supervisor will develop a learning agreement that clarifies the expected work to be done, the learning outcomes, the logistics, and specific number of hours per unit of academic credit to be granted upon the successful completion of the internship course.

You will have paperwork to submit to your faculty supervisor in your academic department and to the Office of Internships. Consult with your faculty supervisor for paperwork required by the department. In addition to paperwork required by your academic department, the following documents must be completed and uploaded to the Office of Internships via the Service Learning and Internship Database [here](#) **prior** to the start of your internship.

- Placement and guidelines
- Liability release form (if under 18 years or if no University Community Partnership agreement is on file with the Office of Internships. The Office of Internships will advise you on whether or not you need this).

- Syllabus or learning plan developed in consultation with your faculty supervisor that clearly specifies for what work you will do, what you are expected to learn, expected number of hours, etc.
- Complete the Student Orientation Module to review safety and emergency procedures, and successfully pass the quiz to demonstrate your full understanding.

## How to make the best of your internship

### Frequently asked questions

- Am I eligible for an internship?
  - Contact your department internship coordinator or department chair to inquire about eligibility requirements as they may vary by department.
- Are internships paid or unpaid?
  - Both. Some are paid and others are not. Many non-profit organizations are unable to pay their interns; however, non-profits can offer very good site training.
- How many credits can I earn for an internship?
  - Generally, an internship that spans one semester is taken for 3 credits, but it's possible to earn fewer or more credits, depending on the area of study. Talk to your faculty supervisor about specific department guidelines on how many credits you can earn.
- How much time is required?
  - Again, your supervising faculty can best answer this as it varies by department.
- Are academic internships graded?
  - Yes. Students participating in an academic internship are either graded credit/no credit, or with a letter grade, depending on your department. Your supervising faculty will tell you how it is graded.
- When can I start an internship?
  - Once a fully executed University Community Partnership agreement (or release of liability) is on file, you have submitted the required documents (e.g. student placement and guidelines and learning plan) to the Office of Internships, and have completed the Student Orientation Module, you may start the internship.
- How do I find an internship?
  - Begin by talking to your faculty advisor or Department Chair as they often have a database of internship sites that meet their department criteria. It may also be possible to suggest an internship site to your faculty advisor for consideration. Since we may not already have a partnership agreement with your suggested site, it is important to discuss this with your faculty advisor early so s/he can approve recommendation and request to initiate a

partnership agreement which takes 2-6 weeks to approve. If your major department does not have an internship program, contact the Office of Internships at (760) 750-7005 or [internships@csusm.edu](mailto:internships@csusm.edu) to see if we can help.

- Is it okay to intern for a family member?
  - No. To avoid a conflict of interest, you may not intern with family members.
- Can I intern with an organization I already work for?
  - Provided that your internship work is distinct from your paid job, it may be possible to do an internship at your place of employment. However, a faculty member or department chair must approve, and you would have to submit a time sheet to the Office of Internships.
- Can I receive credit for an internship I already completed?
  - No. Internships cannot be approved retroactively.
- I'm not sure how to complete the student placement process?
  - You can find clear instructions on our [website](#) under the student tab by clicking on "credit internships".
- My department doesn't offer an internship?
  - Beginning Fall 2018, the Office of Undergraduate Studies, in partnership with the Office of Internships, will offer a 3-unit internship course, UNIV 495, open to all majors. However, only your faculty advisor or department chair can approve to count these units toward your major.

## Intern Responsibilities

- Be professional.
- Report to work when scheduled.
- Notify your site supervisor if you cannot be at work.
- Keep you site supervisor informed about what you are working on.
- Take appropriate safety precautions if working around people and equipment.
- Inform your faculty supervisor immediately of any concerns you may have in your internship workplace.

## Checklist for Interns

- ✓ You have completed and submitted the necessary paperwork to your Department and to the Office of Internships
- ✓ If you are an international student or a student interning abroad, you have contacted the Office of Global Education (760) 750-4090 to obtain work authorization and consult about travel and medical insurance.
- ✓ You have met with your faculty supervisor to develop a learning agreement.
- ✓ You have met with your site supervisor to discuss their expectations from you.
- ✓ You have completed the online Student Orientation Module and quiz.
- ✓ You satisfy the hour requirement and complete expected assignments.

## Things to Consider in Your Internship Experience

- ✓ Contact the Office of Internships immediately if you experience workplace discrimination or sexual harassment. (760) 750-7005
- ✓ Interns should be in a professional setting with frequent interaction with and regular feedback from a supervisor/mentor.
- ✓ The internship should avoid all conflicts of interest that can diminish the learning experience.
- ✓ Interns are not permitted to intern in family-owned businesses (in other words a member of their own family owns the business) or to be supervised by an immediate member of the family (i.e., father, mother, sibling).
- ✓ Clerical and routine office duties should be kept to a minimum.
- ✓ Interns may not transport clients/consumers of their field internship agency at any time for any reason.
- ✓ Students are not permitted to participate in door-to-door sales, telemarketing, or cold calling of any kind.

## Forms (Electronically Submitted to the Office of Internships)

In order to reduce and mitigate risk for all parties involved, it is important that following documents are completed *prior* to start of the internship via the [Service Learning and Internship Database](#).

- Student participation and guidelines form
- Liability release form (required only when a fully executed University Community Partnership agreement has not been secured).
- Liability release form (when student is under 18 years of age, a parent or legal guardian must sign the document).
- Syllabus or learning agreement plan developed in consultation with your faculty supervisor that clearly specifies for what work you will do, what you are expected to learn, expected number of hours, etc.
- If you are interning and are employed by the same organization, you must submit a copy of your student hour log, signed by your site supervisor and dated, to the Office of Internships at the end of the internship. (Your faculty supervisor may require one regardless).