

Internship Guidebook



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WELCOMING MESSAGE

Thank you very much for your interest in the College of Business Administration internship program. You have now discovered one of the great treasures Prince Mohammad University (PMU) has to offer.

The guide outlines the reasons for the internship program and what is expected from you during your training. Your participation in the internship program offers a pathway to success as you enter into the business & Industrial community. The internship program offers you the opportunity to work in a position directly related to your college/department experience.

Please remember that you represent PMU, your department as well as yourself during your assignments. How you perform, both professionally and morally, will reflect on you and the university and could affect the placement of future students.

PMU is confident that you will come out of the internship program experience professionally rewarded and enriched with new experiences and make the department proud.

We wish you all the success

D. El-Nakla

INTRODUCTION

To enhance the academic education in all the College of Business Administration majors at PMU through field and practical experience in the industry, the college of business administration offers an internship program for all its students as one of its core courses.

An internship program is an active learning experience in which students learn by taking on a responsible role as a worker in an organization. It enables students to gain practical experience in areas of administration, planning, and leadership under the direction of supervisors from both the organization and the college. Internship program is designed to augment academic experiences by helping to bridge the gap from the academic to the professional working future.

The internship program enables students to participate in and observe daily industry work related to their major. The internship should be a structured learning experience in which interns and professionals in the field are allowed to interact with each other and other external professionals. The internship allows students to use the skills and experience they have gained during their studies at PMU in ways mutually beneficial to them and their respective industry sponsor.

MISSION OF THE INTERNSHIP PROGRAM

The mission of the internship program is to provide students at PMU with the relevant opportunities to discover and explore practical applications of academic theory and experience in a professional working environment to enrich their personal and professional development

BENEFITS OF INTERNSHIP PROGRAM

A. TO PMU STUDENTS

Through the internship program, students will gain the following:

- To provide an appreciation of the types of work involved with their major before they actually enter the job market;
- To enable students to learn the technical, leadership and interpersonal skills they will need to succeed in their future careers;
- To improve ability to make career related decisions;
- To increase student's professional judgment, sense of professional responsibility and self-confidence;
- To provide specific preparation for employment in a career or field of interest to students;
- To help students to discover their strengths and overcome their weaknesses;
- To enable successful transition from college education to work upon graduation;
- To help students in establishing professional work habits and attitudes;

- To provide students with a chance to integrate theories learned in class with real life situations; and
- To increase student's employment opportunities at the sponsoring organization

B. TO THE SPONSORING COMPANY OR INSTITUTION

Through the internship program, the sponsoring company of institution will gain the following:

- It provides the sponsoring company or institution with an opportunity to have students with fresh ideas work on an issue or a problem currently facing them.
- Internships may also provide employers with a risk-free chance to try potential employees before actually hiring them.
- It provides employers at minimal cost qualified resources that can be put to good use to work on current projects.
- Internships revitalize the learning process for employees of the company or institutional since they will be teaching students and will need to review and refresh their information to meet the demands of the interns.

TYPES OF INTERNSHIPS

Internships may be regular/local, regional, international, or self-initiated.

- **A. Regular/Domestic:** A public sector or governmental company, non-profit or private for-profit company may communicate with the college with an interest in hiring qualified students and may select interns from a pool of in-house applicants. Some companies may advertise nationally for internships and such cases PMU students must compete with outside candidates for these positions.

PMU Colleges in coordination with Career Services and Deanship of Institutional Affairs will aggressively pursue establishing Institutional Relationships with Companies and secure some internship opportunities as part of the institutional relationship agreement. Career services and the Colleges will also contact local companies to attempt to secure internship opportunities for the students.

Special Internships may also be set as an endowment/sponsor by companies, officials or by individuals. This is long term plan for the PMU, and no such sponsored internships exist currently.

- **B. Regional:** Through the Institutional Relationships that PMU is currently pursuing with regional companies and institutions. Internship opportunities may be pursued as part of the institutional relationship agreements.

- **C. International:** Through the Institutional Relationships that PMU is currently pursuing with International companies and institutions. Internship opportunities may be pursued as part of the institutional relationship agreements.
- **D. Self-initiated:** A PMU student may secure his or her own internship in a domestic, regional or international company or institution. A student would need prior approval from the Dean of the College before commencing his/her internship.

INTERNSHIP REQUIREMENTS

A. Academic Requirements

The academic internship is a requirement of all undergraduate programs in the College of Business Administration; it is usually equivalent to three credit hours and it is delivered over the duration of the semester. Course requirements include finding and joining an approved internship program, registering for the internship course (BUSI 4351), and completing and submitting all paperwork needed to evaluate the internship and student's performance. Forms include but are not limited to

1. A request for internship or approval of an internship (**see appendix A**); a request for self-initiation internship (**see appendix B**) with a current resume (**see appendix C for CV preparation hints**);
2. Registering for the internship course
3. Internship student undertaking form (**see appendix D**)
4. A letter of offer from the employer if self-initiated;
5. Student's Evaluation of his/her experience in the sponsoring organization (**see appendix E**);
6. Industry Supervisor's evaluation of the student's performance in the sponsoring organization (**visitation report - see appendix F**);
7. PMU supervisor's evaluation of the student's performance in the sponsoring organization (**see appendix G**);
8. Student's final project report and oral presentation guidelines (**see appendix H**)

The Dean may permit a student to complete the internship course during a period other than the summer semester. The Dean will evaluate such requests under compelling circumstance. A student who is employed or has relevant experience may apply for

credit transfer for the Internship Course. The Credit Transfer Committee for the colleges will study such request on a case-by-case basis according the criteria. During the summer, students are not allowed to register any other course if they are registered for the internship course (exceptions will require Dean's Approval).

B. Eligibility and Application Procedure

A student may participate in the internship program if he/she has satisfied the following requirements:

- Students must have successfully completed at least 90 credit hours
- Student has a GPA of 2.5 or higher, and the Student must not be on probation.
- Students must be an active learner, having been enrolled in the previous semester
- Consent of the Dean

The internship requires a completed application and a recent resume. Deadlines for submission of application materials will be set by the College. If a student does not include all required material requested in the application or submit the application on time, he/she may risk being eliminated from the internship program. The career services office may take complete application packages and send them to potential employers for consideration by the employer or the college can nominate students to specific organizations. When a student is selected by the company either the college or the company will notify the student. The student must be committed to the internship program and is not allowed to accept the internship and then reject after starting the internship. In such cases, a student will receive a grade of F for the internship course. The application procedure includes filling in the necessary application forms along with a recent resume.

C. Criteria for Approval of Internship

For internships that are self-initiated by the student, the following criteria will be used in approving the internship:

1. The internship must be full-time, minimum of one semester assignment.
2. The internship must be in an area closely related to the students major and must have added educational value.
3. The company or institution will provide an on-site supervisor for the student.

D. Waivers

Waivers for internship come only in the form of credit transfer. For those students who are employed in a relevant field to their major and/or have relevant experience, they can apply for credit transfer. The college credit transfer committee makes the decision on whether the student will receive credit for the 3-credit hour internship course.

E. Clerical duties

Clerical duties such as filing, clipping, phone duty, copy, and serving as receptionist is in no way appropriate and it is not allowed for internship students. Students should report to their faculty supervisor if such incidents occur. Though some clerical duties might be needed in the job, they are not acceptable if assigned on a continual basis. The college will contact the employer immediately if such incident is recorded to remedy the problem.

F. Assessment Strategy: Monitoring and Grading Academic Internships

Students will adhere to the following requirements:

- Students are expected to file various reports and documents to the internship coordinator.
- Students are expected to keep a learning log book.
- At the End of the Internship, the Industry supervisor will submit a formal written report highlighting the student's performance and professional competencies and skills emphasized by the PMU.
- The Supervising faculty is expected to make one visit to the student in the working environment (for local internships only).
- The student will do a public presentation at the end of the internship for the supervising faculty, other faculty members invited and invited students.
- Based on all the above, the supervising faculty will evaluate the students work and assess a grade for the course.

Documentation and grading of the internship: Documentation and grading of the internship learning experience may be done in a great variety of ways. The following

are the various methods required from PMU interns in order to complete the internship course:

- **Six Log Books (10%):** students are required to enter a summary of their work and overall experience daily for the entire duration of their internship. It is recommended that students follow a regular format (**See template in Appendix I**). Commonly used format for writing the log book is as follow:
 - Date and Activity performed
 - Who I worked with today
 - What did I learn?
 - How did I move toward achieving my objective development of my skills? or what else did I learn that was helpful to my personal or professional development or
- **Two Progress reports (15%):** At regular intervals (at weeks 4 and 8, students are required to provide the internship advisor with two progress reports of their experiences and how they are moving toward the achievement of their objectives. Progress reports could include some of the following:
 - **Product samples:** if the student was engaged in an experience where a product of any kind was involved, a sample of that product is provided with a thorough explanation of the student's involvement in the creation/development, etc., of that product.
 - **Annotated Bibliography:** Most of the time the employer will have professional periodicals or other resources where the student has access to them or it is part of their responsibilities to use. An annotated bibliography of these periodicals or other resources requires the student to give some critical evaluation to these documents.
- **Final Report (40%):** All students are required to provide a scholarly written report of the achievement of their learning objectives. **The format of the report will be outlined at the end of this guide.**
- **Oral Presentation: (10%):** When public speaking and presentations are commonly part of the career field, often a public presentation is required. The student and internship advisor should discuss the format and venue of the presentation. Regardless of the venue, the student is expected to present it as a professional to peers rather than as a student to a class.

- **Employer Evaluation (20%):** Each employer is mailed a formal evaluation form near the end of the internship program to provide feedback on the students' performance during the internship

G. Conditions

- Once a student has been offered a position and has registered for the course, s/he is obliged to pay for the course regardless of when s/he drops it. There will be no refunds for the internship course given the amount of work that goes into setting up each internship
- Students will not be paid for the internship. All students will receive academic course credit for their work training experience as well as hands-on professional experience. However, the award of course credit will be based on their performance evaluation and other course requirements

INTERNSHIP EVALUATION AND SUPERVISION

The supervising faculty supervises the interns and evaluates their academic performance and assigns a grade upon successful completion of the course. Faculty supervision assures that an internship provides the educational opportunities and course outcomes are achieved. The evaluation assesses whether a student's work meets the College's standard.

Supervision is necessary to:

1. Ensure that a faculty member is available to the student and the company supervisor to advice on ways to enhance and enrich the internship experience.
2. Assist in solving problems that jeopardize the student's internship experience.
3. Determine the grade for the student in the internship course.
4. Evaluate the internship opportunities on a continuous basis to recommend whether or not students should be sent a particular company again or not.

Faculty supervisor duties include:

1. Contact both the student and the company/institution supervisor during the internship.

2. Conduct an on-site visit to local interns once during the internship duration.
3. Continually check the student's learning log book.
4. Contact the company/institution supervisor based on feedback from the learning log books to advice on ways to enhance the student's work experience.
5. Grade the student's final report and presentation.
6. Evaluate the company/institution supervisor's final report.
7. Assess the student's performance and assign the course grade.

Important Note: Neither the College nor the College Faculty nor PMU is responsible for any personal injury, loss, nor death while a student is engaged in the internship nor while traveling to or from the internship.

PROFESSIONAL EXPECTATIONS OF THE INTERN

- To respect and maintain confidentiality with all sensitive information that may encounter during their internship
- To arrange their own transportation both to and from the organization they are placed with for the entire duration of their internship
- Should the intern fall subject to illness, they should inform both of them on site and PMU advisor as promptly as possible. Any days missed will need to be made up toward the end of the internship
- To conduct themselves in a professional manner at all times in all aspects of their working assignment. Specifically:
 - Students should be sensitive regarding the use of mobile phones during working hours for personal reasons. Priority and careful attention should be given to their work assignments during their internship
 - Use of organization telephone for personal calls should be avoided unless permission is given to do so
 - Students are expected to report to the organization all their expected working times and not leave until working day is complete
 - Students are expected to be punctual for all meetings and complete work assignments at the times specified by the organization

- It is expected that the interns be flexible, polite and considerate in their professional attitude at all times and exercise the highest standards of customer service
- Should an PMU student, whilst an intern with the organization they represent, engage in any unlawful or seriously offensive activity that could harm the reputation of PMU or the organization they represent, either party reserves the right to terminate their internship immediately
- It is expected that the intern, upon completion of their internship, will return all property belonging to the organization

PROFESSIONAL EXPECTATIONS OF THE ORGANIZATION

1. It is expected that the organization ensure the availability of suitable projects and tasks for the intern to engage in for the duration of the internship
2. It is expected that the organization will monitor the progress of the intern and communicates frequently with the intern to offer constructive feedback
3. It is expected that the organization will provide facilities and resources for the intern so as to enable them to complete their assigned tasks
4. It is expected that the organization will bear any work-related expenses incurred by the intern that may be necessary to complete a work place assignment
5. It is expected that the organization will provide a safe and clean work environment

ESSENTIALS COMPONENTS OF SUCCESSFUL INTERNSHIP

- **Communication:** It is imperative that students submit the correct contact details with the university administration, the internship supervisor. No student will be allowed to proceed with his internship until such contact details are provided.
- **Training Schedule:** Once you have identified and been accepted by your preferred or nominated internship sponsor company, it is important that you agree upon a *formal* training program and schedule (**see appendix J for guidelines for training plan and reporting**). This will avoid any uncertainty and doubts about what you are expected to achieve during your training period. If the Sponsor Company does NOT have a formal training schedule, then please see the internship Coordinator as soon as possible to enable contact with the Company. **Appendix (K)** sets out your introductory letter to the Training Sponsoring Company. Kindly ensure that this is handed to your internship Supervisor in the Company as soon as possible.

- Be *flexible* during your training. As long as there are no major deviations from your overall training schedule, then this is acceptable as companies often face personal emergencies and movement of staff. If there are major changes envisaged to your training program, then again contact your internship Coordinator.
 - Take notes while training. Ask questions and don't be shy to make observations and constructive suggestions. Remember, the internship training is your chance to impress the company about your employment chances and that you will make a good employee. **Appendix (L)** sets out some general "TIPS" for effective internship training.
- **Final Report:** The Colleges have *no* hard rules about the format and style of the final Report. However, it is important that the following is observed:
- a) **Quality** is more important than **Quantity**. A precise rich Report that captures the major points well is more impressive than a recycled 60-page report that does not clearly show the student's contribution.
 - b) **Be precise.** The Report should include the main reasons WHY the topic was chosen, what is hoped to be achieved, and the conclusions drawn from the experience.
 - c) **Incorporation of your Sponsoring Company Training into the Report.** Very often the final submitted Report seems to be composed of two totally unrelated parts – one dealing with what happened at the company, and the next being a Technical Report. Try to "tie" the two together, by identifying what have been the major issues you observed during your formal training that supported the relevant theories that you took at PMU, or disproved them. This would make your training analysis more realistic and showed that you are aware of broader issues.
 - d) Please quote **references** where appropriate and try to widen your bibliography to beyond a few casual internet searches. Our library is rich in books and journals. **Appendix (H)** contains useful hints on internship Report format and contents outline.
- **Internship Grading (see appendix M)**
- a. The earlier you submit your Final Report to your internship advisor, the sooner your advisor will have plenty of time to review your Final Report. If you have been in constant communication with your advisor, there **WILL BE NO SURPRISES**, as too often students just turn in their **FINAL REPORTS** at the last moment and this is the **FIRST TIME** the two sides have met!

- B. Come prepared (Oral presentation). Nothing is worse than a student turning up for his examination totally unprepared, has not reviewed his project, not carried out a "rehearsal run" beforehand and seems uncertain about his subject. Your Supervisor is there to guide you. If agreeable, carry out a "mini" rehearsal presentation with him/her.

FINAL NOTE

Internship can be an enjoyable experience if you approach it with an independent and eager mind to explore the real world and for some to apply academic principles and theories into practice. It is an important stage of your academic life where you need to prove to the world you have what it takes to be in the professional world.

We wish you all the success with your internship

LIST OF APPENDICES

Appendix	Form
A:	Internship request/approval application form
B:	Self-initiation internship form
C:	CV preparation hints
D:	Internship student undertaking form
E:	Student Internship evaluation form
F:	Industry supervisor's evaluation form
G:	PMU supervisor's evaluation form
H:	Final report guidelines
I:	Log book template
J:	Guidelines for training plan and reporting
K:	Progress Report template
L:	Tips for effective internship training
N:	Supervisor contact Information form
M:	Internship grading form

[APPENDIX A]

[INTERNSHIP REQUEST/ APPROVAL APPLICATION FORM]

INTERNSHIP REQUEST/APPROVAL APPLICATION FORM

Internship proposed start term: -----
--
Student name: -----
--
Student ID: -----
--
Contact E-mail: -----
--
Mobil: -----
--

PART A TO BE COMPLETED UP THE STUDENTS

1. At the time when the Internship begins, will you have completed junior year level?

Yes _____ No _____

2. Is your grade point average equal to or greater than 2.5?

Yes _____ No _____

INTERNSHIP COMPANY/INSTITUTION PREFERENCE:

3. Below please indicate the first three preferred companies/institution that you would like to be placed in:

1. _____

2. _____

3. _____

RESEARCH TOPIC AREA OF INTEREST FOR THE FINAL REPORT

4. Please list at least two internship research topic area of interest:

I) -----
--

II) -----
--

III) -----
--

PART B FOR DEPARTMENT USE ONLY

1. Academic Performance

A. Major GPA:-----

B. Accumulative GPA:-----

C. Observation: -----

2. Proposed Areas of Internship research:

- A. Acceptance
- B. Not acceptable

3. Assigned Internship Advisor & supervisor

Internship Coordinator:

Signature _____ Date: _____

Note: PMU does not guarantee a student will be placed in his preferred companies. Student placement is based on concrete criteria based on number of opportunities available and selection criteria of interns to the best interest of both the companies and PMU.

_____ Date: _____
Student Signature

[Appendix B]

[Self Initiation Internship Application Form]

SELF INITIATION INTERNSHIP APPLICATION FORM

Internship proposed start term: -----
--
Student name: -----
--
Student ID: -----
--
Contact E-mail: -----
--
Mobil: -----
--

PART A TO BE COMPLETED UP THE STUDENTS

1. At the time when the Internship begins, will you have completed junior year level?

Yes _____ No _____

2. Is your grade point average equal to or greater than 2.5?

Yes _____ No _____

Internship company/institution Information:

Company/Institution Name: _____ Supervisor: _____

Address: _____
P.O. Box _____ city _____ Zip Code _____

Phone #: _____ Fax: _____ Website: _____

Start Date: _____ End Date: _____ Total # of weeks: _____

of weekly hours : _____

Give a brief description of job duties:

RESEARCH TOPIC AREA OF INTEREST FOR THE FINAL REPORT

3. Please list at least two internship research topic area of interest:

- I) _____
--
- II) _____
--
- III) _____
--

Student Signature

Date: _____

PART B FOR DEPARTMENT USE ONLY

i. Academic Performance

A. Major GPA:-----
B. Accumulative GPA:-----
C. Observation:-----

2. Proposed Areas of Internship research:

- A. Acceptance
- B. Not acceptable

3. Assigned Internship Advisor & supervisor

Internship Coordinator:

Signature _____ Date: _____

For Dean Use only:

Approved: _____ Not Approved: _____

Dean Name: _____ Signature: _____

Date: _____

[Appendix C]

[CV Preparation Hints]

CV PREPARATION HINTS

A CV should be concise, factual and informative about you, your achievements and your expectations. The layout and contents should be appealing with no spelling mistakes as this will put employers off. Contents should include the following at a minimum:

- a) Name, full contacts address and contact numbers/email;
- b) **Your objective**: what are you seeking to achieve by carrying out this training, and what is it you can contribute? Be positive but realistic.
- c) **Personal data section**: Date of Birth, Nationality, Marital status
- d) **Education**: Start with current education, Department, Major, Courses taken and GPA score. Then add your secondary school.
- e) **Work experience**: Don't be shy, put down any meaningful part time jobs/temporary summer assignments by date, company name, and your main responsibilities and duties. About all what did you achieve?
- f) **Extra curricular activities**: What is it that you like doing outside academic work? Swimming? Football? Say so and be specific.
- g) **Positions of responsibility**: Employers look this. Were you ever in a position of responsibility and what did you achieve? (e.g, project team leader, etc.)
- h) **Languages**: Show how proficient/good you are in languages (reading/writing/speaking)
- i) **Computer literacy**: Specify any working familiarity with any computer programs. Don't say "I like the Internet..."
- j) **Hobbies/interest**: This can be combined with (F) if you like but some keep it separately.

[APPENDIX D]
[INTERNSHIP STUDENT UNDERTAKING FORM]

INTERNSHIP STUDENT UNDERTAKING FORM

Internship Program

I, _____ ID No. _____ hereby agree and understand that:

- a) I will communicate regularly with my Internship advisor during and after the Internship program period.
- b) I will submit the progress reports and other documents (internship plan, supervisor contact details...etc) on time and according to the prescribed form and content.
- c) I will complete and submit my Internship report, in the prescribed form and content, by the deadlines specified on the Internship policies stated in the Internship Guide.
- d) I will deposit two thermally bound copies of my final Internship report with the Internship advisor no later than the scheduled date and perform an oral presentation on scheduled date.
- e) I will present my Internship report no later than 28th Sept 2009
- f) Failing to submit and/or present my Internship report within the specified deadlines will subject me to the penalties indicated on the Internship policies.
- g) I have read and understood the helpful tips for effective Internship program.

SIGNATURE	:	_____
DATE	:	_____

[APPENDIX E]
[STUDENT INTERNSHIP EVALUATION FORM]

STUDENT INTERNSHIP EVALUATION FORM

Dear student,

Your feedback on the internship program helps us improve the services we provide to students. Your comments are not shown to employers. Please return the form to your college Dean.

How satisfied were you with the following?

	Very satisfied				Very dissatisfied
Sponsoring organization					
Your internship experience, overall	1	2	3	4	5
Employer and on site supervisor, overall	1	2	3	4	5
The nature of the work assigned to you	1	2	3	4	5
Quality of supervision and feedback	1	2	3	4	5
Exposure to profession beyond your specific assignments	1	2	3	4	5

Skills acquired

I developed new skills and knowledge as a result of the internship	1	2	3	4	5
This experience helped clarify my career goals	1	2	3	4	5
I am better prepared to enter the work force as a result of this internship	1	2	3	4	5
I would recommend my internship organization to another student	1	2	3	4	5

What did you like best about your internship experience?-----

Did the experience change your mind about your career plans? Yes ----- No-----
If yes, explain-----

What could your internship coordinator/advisor have done to improve your intern in the future? -----

Are there any reasons why we should not place interns at this organization in the future?

Additional comments-----

Student's signature

Date

Thank You

[APPENDIX F]

[INDUSTRY SUPERVISOR'S EVALUATION FORM]

INDUSTRY SUPERVISOR'S EVALUATION FORM
INTERN EVALUATION

Student Name: ----- Internship Site: -----
Supervisor's Name: ----- Date: -----
Internship coordinator/advisor: -----

INSTRUCTIONS: Please rate your intern's performance

- | | |
|---|--|
| <p>1. Attendance:</p> <ul style="list-style-type: none"><input type="checkbox"/> Never absent<input type="checkbox"/> Dependable
<input type="checkbox"/> Usually dependable<input type="checkbox"/> Not regular enough in attendance
<input type="checkbox"/> Too frequently absent | <p>8. Cooperation</p> <ul style="list-style-type: none">Works well with others <input type="checkbox"/>Usually gets along with others <input type="checkbox"/>Prefers to work alone <input type="checkbox"/>Does not work well with others <input type="checkbox"/>Is antagonistic <input type="checkbox"/> |
| <p>2. Punctuality:</p> <ul style="list-style-type: none"><input type="checkbox"/> Never tardy
<input type="checkbox"/> Seldom tardy<input type="checkbox"/> Needs improvement | <p>9. Accuracy of work</p> <ul style="list-style-type: none">Does work of very good quality <input type="checkbox"/>Makes few errors <input type="checkbox"/>Often makes errors <input type="checkbox"/> |

- ❑ Very often tardy
 - ❑ Tardiness affecting performance

- 3. **Appearance:**
 - ❑ Is excellent in appearance/dresses appropriately
 - ❑ Is good in appearance/frequently dresses appropriately
 - ❑ Should make efforts to improve/frequently dresses inappropriately
 - ❑ Often neglects appearance/dresses inappropriately most of the time
 - ❑ Is extremely careless

- 4. **Initiative/Motivation**
 - ❑ Is resourceful; looks for things to do
 - ❑ Is fairly resourceful

 - ❑ Does acceptable routine work

 - ❑ Takes very little initiative; requires urging

- 5. **Maturity**
 - ❑ Demonstrates maturity consistently
 - ❑ Demonstrates maturity occasionally
 - ❑ Demonstrates maturity rarely

 - ❑ Demonstrates mature behavior
 - ❑ Ignores verbal cues

- 6. **Communication**
 - ❑ Excellent communication skills

 - ❑ Above average communication skills
 - ❑ Average communication skills

 - ❑ Uses incorrect English

- 10. **Attitude**
 - Is frequently inaccurate and careless
 - Is extremely careless

 - Is positive

 - Is fairly positive

 - Is rarely positive

 - Is negative

 - Is openly hostile

- 11. **Work habits**
 - Is industrious: stays on task until completed
 - Seldom wastes time: is reliable
 - Wastes time occasionally: is usually reliable
 - Frequently wastes time and work id often incomplete

- 12. **Courtesy**
 - Is very courteous and very considerate
 - Is courteous and considerate

 - Usually courteous and considerate
 - Is not particularly courteous
 - Has been discourteous

- 13. **Adaptability**
 - Is adept at meeting changing conditions
 - Adjusts readily

 - Needs direction to make adjustments
 - Has difficulty adapting to new situations

[APPENDIX G]

[PMU SUPERVISOR'S EVALUATION FORM - VISITATION REPORT]

Internship _____ Date: _____
coordinator/Advisor -
(Signature)

[APPENDIX H]
[FINAL REPORT GUIDELINES]

HELPFUL TIPS FOR WRITING A GOOD INTERNSHIP REPORT

1. Make sure to follow the coop report format and contents outlines below.
2. Make sure that you write your report to be understood by a layman and not your advisor.
3. Proofread your report before submission. Make sure it is free of spelling and grammatical errors.
4. Whenever possible try to avoid the use of the first pronoun (i.e., “I” and “We”) throughout your report.
5. Any paragraph should have at least two sentences.
6. Avoid having orphan lines at the end of pages. You cannot have a title at the very end of the page. In addition, you need to have at least two lines of a paragraph at the end of every page.
7. Be systematic and consistent in your writing style: in using font type, font size, heading numbering, spacing, showing hierarchy of titles, citing reference, justification, indentation, page numbering, footnoting, etc.
8. Be sure to number your tables and figures. Tables and figures should have titles too.
9. If you are using photocopied tables or figures, make sure they are clean and readable.
10. Avoid having two or more headings after each other without a text in between. Similarly, avoid having tables or figures without any narrative description to explain them.
11. Make sure that every figure or table is referenced at least once in the body of the report.
12. There is no maximum or minimum number of pages for the coop report. Be sure to address your topic adequately. Your grade is not directly linked to the size of the report.
13. Make sure to cite every source of information used in the body of the report. Be sure to identify information that is extracted as is from another source. Indicate whether the secondary information used is a direct quote or you paraphrased it

- in your own words. Use of references is not limited to the Conceptual Framework part.
14. Your list of references should include your organization's manuals and/or annual reports, relevant and recent textbooks, relevant and recent journal articles, and Internet sources.
 15. Whenever possible leave detailed descriptions which might hinder the readability of the report to the appendix and direct the reader to go to it if he desires.
 16. Try your best in highlighting the limitations of your project/report. Provide some information on how to improve it.
 17. If you have done more than one project, try to focus on the major one and make it your main project after getting approval from your coop advisor. The other project(s) can be briefly included in the report. If your projects are relatively small and of the same size, you may need to describe them all. Be sure to consult your advisor on the matter.
 18. Make sure, at all times, to have at least one backup copy of your electronic file of the report.
 19. If you are developing a computerized system, make sure to include a copy of it (on a CD) in the report.

INTERNSHIP REPORT FORMAT AND CONTENTS OUTLINE

1. Cover page should include the following:
 - a. Name of university, college and department
 - b. Title: it should be indicative of internship experience
 - c. Employer name
 - d. Name of internship advisor
 - e. Name and ID number of student
 - f. Submission date
2. Executive summary (in one page)
3. Acknowledgment
4. Detailed table of contents
5. Introduction

6. Company background: should describe the nature of the company's activities, size, vision, mission, and organization chart focusing on the unit which you have been working at.
7. SWOT analysis
8. Organizational marketing strategy
9. Organizational competitive strategy
10. Job history: A table showing major assignments and the timeframe for each and narrative description
11. Technical part reflecting actual projects undertaken or problems handled and methodological used, limitations, finding, and suggested solutions
12. Evaluation of the internship experience
13. Summary of findings and recommendations
14. Conclusions
15. List of references
16. Appendices (all other documents submitted such as Log Book, progress reports)

[Appendix I]

[LOG BOOK TEMPLATE]

INTERNSHIP LOG BOOK

Student's Name:		Internship Site:	
Supervisor's Name:		Week beginning:	
Internship Coordinator/Advisor:			

Please document in detail the activities in which you participated, specific incidents you observed daily to enable you in answering the attached questions.

Day and Date:	Description of Activity
:Day 1	
:Day 2	
:Day 3	
:Day 4	
:Day 5	
:Day 6	
:Day 7	

.1	What new knowledge or skill did you learn on the internship this week? Describe. Click or tap here to enter text.
.2	What have you learned in college that you applied on the internship? Click or tap here to enter text.
.3	List any difficulties, mistakes, pleasant or unpleasant experiences that occurred this week. What did you do to correct your mistake (s)? Click or tap here to enter text.
.4	On what skill or question could you use help in performing your internship responsibilities better? Click or tap here to enter text.
.5	What interesting or challenging experience did you have with your fellow workers or site supervisor? Describe. Click or tap here to enter text.

Intern Signature:	Click or tap here to enter text.	
	Signature Over Printed Name of Student	Date:

[APPENDIX J]

[GUIDELINES FOR TRAINING PLAN AND REPORTING]

GUIDELINES FOR TRAINING PLAN & PROGRESS REPORTS

Coop Training Plan

It is the student's responsibility to submit his internship training plan to the Department within one week of the start of his Internship assignment. The training plan is expected to be developed and signed by the Internship employer (i.e., Internship supervisor) and should work as a contract between the student and his Internship employer with regard to the Internship assignment.

Internship tasks must be devoted to the student's major, where he can focus on a project for his Internship report.

It is required to see the assignments/activities of the Internship training plan presented in a time framework over the 6 weeks period (e.g., using Gantt chart).

The Internship advisor will evaluate the training plan of his Internship advisee and communicate his approval or comments to the student. In case the training plan is not acceptable, the student and the Internship advisor should communicate to the Internship supervisor the suggested revisions. The revised training plan has to be sent to the Internship advisor for approval.

**[APPENDIX K]
INTERNSHIP PROGRESS REPORT TEMPLATE**

Internship Progress Report

Complete this form and submit it through Blackboard. Failure to return the Internship Progress Report will result in an "Incomplete" or "Not Pass" for your internship course.

Student's Name	_____
Student ID	_____
Supervisor's Name	_____

SUPERVISION

1. Was assistance from your supervisor available to you?
 Frequently Seldom Never If needed

2. Was adequate explanation given to you concerning the behavior that was expected of you as an intern?
 Yes No Sometimes

3. Was adequate explanation given to you concerning your assigned tasks?
 Yes No Sometimes

4. How often did your supervisor discuss your job performance with you?
 Weekly Monthly Once or twice Never

5. Do you feel your internship experience was of value to your employer?
 Yes No Sometimes

LEARNING OBJECTIVES

Take a critical look at each of the learning objectives you established at the beginning of the work term and the related action plans. Assess whether you accomplished each objective. If so, how? If not, why? (i.e. Were there barriers? Unforeseen deterrents? Change in job description? Other priorities?) Also, use the following scale to rate your accomplishment on each objective.

***Kindly note for all the following questions, if your answer is yes!!just write briefly how did you achieve it.**

1. Did you enhance the knowledge, skills, and competencies you gained during your study in the business field? If not, why not?

2. Do you feel more encouraged to be involved in research projects and interested in further graduate studies? If not, why not?

3. Do you feel that your communication, and writing skills has improved after working in the business field? If not, why not?

4. Did you feel that your analytical skills has improved after working in the business field? If not, why not?

5. Were you exposed to certain business, financial and economic aspects of business practice.? If not, why not?

INTERNSHIP PLAN (SAMPLE)

To be done by the site supervisor and submitted to PMU internship advisor

Student Name: ----- Internship Site: -----
- - - - -
Supervisor's Name: ----- Date: -----
- - - - -
Internship
coordinator/advisor: -----

Intern position: -----

Intern career goal: -----

Intern tasks, activities and or observation: -----

Equipment to be used: -----

Knowledge, skills and abilities required to perform internship responsibilities-----

_____ Interns' signature	_____ Date
_____ Site supervisor's signature	_____ Date
_____ PMU internship advisor signature	_____ Date

INTRODUCTORY LETTER TO THE SPONSORING COMPANY

Dear internship supervisor,

Thank you very much for your interest in the Internship program. This department highly appreciates your valuable help in making it a fruitful experience for the Internship trainee assigned to your esteemed organization.

The basic objective of the Internship program is to enable a student to relate what he learned in the core courses of his major to what he finds in practice and be able to identify problems and recommend practical solutions. **To achieve this objective, your role is instrumental in the design of an effective Internship plan for the trainee under your supervision within the first week of his/her training period.** Each intern is required to submit a plan designed by his internship sponsor, which is subject to review and approval by this department. In order to ensure the effectiveness of the training

plan, it is highly recommended that a student is allowed to have a focus in his training program on his major.

Furthermore, the internship training plan provides a window of opportunity for your organization as well as for the intern to assess each other for possible future employment after graduation. With your effective supervision and continuous interest, the internship program will provide mutual benefits for all parties.

If you are the immediate supervisor to the trainee, you are kindly requested to fill out the attached contact information sheet and fax it to me at your earliest convenience. However, if you are not the immediate supervisor, you are kindly requested to forward this letter to the concerned supervisor.

Thank you again for your help and valuable cooperation.

Sincerely,

M.Salih

College Dean

INTERNSHIP OBJECTIVES

The Internship is integrating the theoretical knowledge learned in the classrooms and laboratories with real word experiences. It's one of the graduation requirements for business students. Internship students are required to spend a minimum of 6 weeks of practical work in a relevant field in industry/business, and submit a comprehensive report about their work experience to the academic respective department.

EXPECTED ROLE FROM THE COOP STUDENT

- The internship student must spend the whole semester with assigned department(s).
- The internship student should respect the employer's property and maintain the order of the department and do nothing to harm the reputation of his employer in any way.

- Internship students should not discuss confidential issues with any one who is not directly involved with the internship employer, because businesses are founded on mutual trust, integrity and public confidence.
- The intern needs to add value to the work and increase the quality of his performance.
- Internship student should follow the employer's policies and procedures and work as an employee.
- The intern is responsible to make sure that the employer sends Evaluation Report to the internship coordinator by any means.

EXPECTED ROLE FROM THE INTERNSHIP SUPERVISOR

- The supervisor is responsible for making the student's training program meaningful and effective.
- The supervisor should notify the University so that actions can be taken if the internship student does not perform well or his performance does not meet the employer's standard.
- Appropriate delegation of work with accountability should be given to the intern.
- The supervisor should design a detailed training plan, which covers the whole training period. A copy of the training plan should be sent to the internship coordinator/advisor.
- The supervisor should sign the progress reports prepared by the student before submission to the internship advisor/coordinator.
- The supervisor should complete and sign one evaluation report and send them directly to the University. Please send a copy to the academic department.

[APPENDIX L]

[TIPS FOR EFFECTIVE INTERNSHIP TRAINING]

TIPS FOR EFFECTIVE INTERNSHIP PROGRAM

1. Make sure that your internship sponsor provides you with a training plan.
2. Make sure that your training program is **not** composed mainly of clerical jobs.
3. Make sure that your training plan does place a rather heavy emphasis on your major.
4. Be alert and observe how the department (s) to which you have been assigned actually work(s). In other words, do not restrict yourself to reading departmental manuals to learn about the department(s) to which you have been assigned.
5. Ask questions as to why things are done the way they are in the department(s) to which you have been assigned. People might not like to be asked such questions. Therefore, try to be selective in your questions and polite in asking them.
6. Try to find out if the department(s) to which you have been assigned has (have) any problem(s) that you can take as a special assignment during your internship program.
7. Do not sit and wait for work to be assigned to you, but ask and look for work.
8. Make sure, at the end of your internship program, that you have collected enough data that would enable you to write an analytical final Report.
9. To enrich your internship training experience, try to participate in the training courses available at the sponsoring organization.
10. Take the initiative to gain a useful experience during you internship training program. **Do not be passive.**

11. **Communicate** regularly with your internship advisor.
12. Send in your Progress Reports on time and make sure they satisfy the prescribed form and content.

[APPENDIX M]

SUPERVISOR CONTACT INFORMATION FORM

INDUSTRY SUPERVISOR CONTACT INFORMATION FORM

Faculty/ Advisor Name	Ms.Darin El-Nakla
Course Name	Internship
Course Section	

Student's Name:		PMU ID	
Company			
Internship Site			
Address			
Department/ Division			

Supervisor's Name:		Date:	
--------------------	--	-------	--

Mobile Number	
email	
Address	
Department/ Division	

Signed:		
	(Supervisor)	Date:

INSTRUCTIONS:

Please e-mail this information sheet to delnakla@pmu.edu.sa

[APPENDIX N]

[INTERNSHIP GRADING FORM]

Assessment	Week	points
Supervisor Contact Form	Week#1	5
Log Report#1	Week#1	1
Log Report#2	Week#2	1.5
Log Report#3	Week#3	1.5
Progress Report#1	Week#4	7.5
Log Reprot#4	Week#5	2
Log Report#5	Week#6	2
Log Report#6	Week#7	2
Progress Report#2	Week#8	7.5
Final Report/Pres/Eval packs	Week#10	40/10/20
TOTAL		100%