



BOSSIER PARISH COMMUNITY COLLEGE

CIS/CIT

INTERNSHIP PROGRAM

INTERNSHIP HANDBOOK

REVISION DATE: 9-10-2014

INTRODUCTION

This handbook was written to answer basic questions, regarding the Cyber Information Technology / Computer Information Systems (CIT/CIS) internship program and to establish a set of standards that can be easily read and followed. The information in this handbook is intended to provide each student with the knowledge of the intent and expectations of the program for which he/she is enrolled. All students are expected to read, understand, and adhere to the contents of this document. This Handbook is not intended to replace the BPCC Catalog or Student Handbook.

MISSION STATEMENT

The mission of the Cyber Information Technology / Computer Information Systems internship is to provide quality education and training in the classroom and industry settings. This program is designed for Northwest Louisiana citizens in the disciplines of Cyber Information Technology / Computer Information Systems.

PROGRAM LEARNING INITIATIVES

BPCC faculty, potential mentors, employers, and students must be aware of the following initiatives that must be met during the internship or cooperative education program.

1. Career-related activities encountered in the student's area of specialization must be offered through an individualized agreement among the college, mentor, employer, and student.
2. Under the supervision of the college and the mentor/employer, the student must work alongside person(s) who are performing the job tasks required for the area of specialization.

PROGRAM LEARNING OUTCOMES

Students participating in the internship prepare to meet the following outcomes:

1. Students will learn to apply the theory, concepts, and skills involving specialized materials, tools, equipment, procedures, regulations, laws, and interactions within and among political, economic, environmental, social, and legal systems associated with the occupation and the business/industry.
2. Students must demonstrate legal and ethical behavior, safety practices, inter-personal and teamwork skills, and appropriate written and verbal communication skills using the terminology of the occupation and the business/industry.

3. Internship FACULTY

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FINANCIAL AID NOTE

Please be advised that completing all coursework prior to internship, as outlined in the regular ADP will affect federal financial aid status. Although Bossier Parish Community College considers internship to be half-time, federal regulations state that at least 6 credits must be taken per semester to receive half-time status. Please consult with Financial Aid with questions regarding student grants and loans.

GENERAL DESCRIPTION

The school internship is a planned, field-based experience where a student works with clients under supervision. In general, students begin their internships in the second year of the degree program.

The intern and site supervisor will work in collaboration on the site. The site supervisor is to meet periodically with the intern for individual supervision. The faculty internship supervisor will visit the site at least once and meet with the site supervisor at their mutual convenience or make contact by phone if distance prevents a meeting. The faculty supervisor will meet with the student at the scheduled class time to provide supervision and instruction.

RATIONALE

During the internship experience the intern's status gradually shifts from that of a student to that of a pre-professional. Since about half of the student's coursework has been completed by this time, an intern can contribute to the cooperating agency by assisting its staff in carrying out many of the normal activities of the agency. The internship experience will provide the following benefits to the student:

- a. Application of theories and techniques learned in an academic setting to a professional setting,
- b. Development of personal qualities, characteristics, and behaviors, and
- c. Transition from "trainee" to "professional"

PROCESS FOR BEGINNING AN INTERNSHIP

1. In order to begin internship, you must first have successfully completed the required pre-requisite coursework. Additionally, if you are beginning an Internship, you must have permission of the Program Director or dean of the Division. In addition, you must

receive faculty approval of the detailed plan for the internship prior to the commencement of your Internship.

2. If you are planning on beginning Internship you will meet individually with the Program Director for an academic review.
3. Student must first complete all required paperwork, including but not limited to the signatory agreements and the Student Plan, before beginning any internship program
4. Once the Program Director has all of the above paperwork, students may then indicate in writing on the student plan his/her choice of placement type. If desired, the student may indicate a company or location in which he or she is interested, with the understanding that there is no guarantee that this placement will be secured.
5. Once the Program Director receives the written Student Plan, she or he will write a letter to the company/location requesting the placement. The confirmed location will be relayed to the student, who will be responsible for contacting the site coordinator with whom they have been placed and setting up a time to meet with them to have the contract signed and the schedule determined.
6. You will not be allowed to register for internship until all paperwork is complete and a signed contract has been turned in to the Program Director. Your completed, signed contract must be turned into the Program Director by the last day of the first week of classes, the semester in which you will begin internship. Once you have been assigned a placement, the Program Director will notify the Registrar, who will register you for internship or co-op program. You cannot count hours toward internship until a signed contract has been received and acknowledged by the Program Director.

BASIC REQUIREMENTS

Course Prerequisites for internship are listed in the BPCC catalog. In addition, you must receive faculty approval into the internship program prior to the commencement of your Internship.

To be adequately prepared for Internship, the student must have completed all courses with a minimum grade of “C” or “P”, as applicable, before beginning an internship, and a GPA of 2.0 is the minimum acceptable GPA for placement. Please be advised that some internship placements have higher grade and GPA requirements. Students with higher GPA’s typically have a larger pool of potential internship opportunities.

Students cannot currently be on Academic Probation when applying for or during the Internship program.

BACKGROUND CHECKS

Background checks are required for some internship placements. Students consent is required to have a background check performed, and for the results to be shared with school administration, faculty, and affiliated sponsoring companies. Any and all findings will be released to the above named parties. Although positive findings do not immediately interfere with the student's standing in the program, the findings will be released to the affiliate and it is the affiliate sponsoring company's decision to permit or deny permission for a student to work in their facility.

Should a student be unable to complete all required rotations or assignments due to refusal of an affiliate to accept the student, the student may be unable to complete the course and may ultimately be unable to complete the program.

ATTENDANCE

Students are required to attend all classes as scheduled. In the event of illness or emergency the student is required to notify the coordinator. Failure to follow this procedure will result in disciplinary action as described in the policy. Students who are tardy are considered absent and the same procedure and policies apply. Students should be aware that if employment interferes with attendance and participation in classes these absences will be unexcused and students will be subject to disciplinary action or dismissal from the program.

STUDENT IDENTIFICATION

While at the intern location students must display facility appropriate identification as specified by the site such as a company issued ID badge or BPCCC issued student ID card. Students must return this security badge/card to the employer or the program director by a specified date. Failure to submit the badge/card will result in the immediate release of the student's name to Bossier Parish Community College's Office of Student Services. A "Hold" will be placed on the student's file preventing the release of the student's records. This will interfere with graduation, registration, or obtaining a copy of official transcripts (transferring to another school). If a "Hold" is placed for this reason, it will be removed once the security badge/card has been returned to the Program Coordinator.

STUDENT ACADEMIC INTEGRITY

Students should be aware of the Student Academic Integrity policy described in the *Student Handbook* and that if the policy is violated, they will be subjected to disciplinary sanctions listed in the *Student Handbook*.

BPCC'S UNDER NO OBLIGATION

BPCC strives to provide the best education for all of its students. The School's attention and compliance with regulatory and accreditation agencies is continuous. However, a student's graduation or completion of a course or program does not ensure a student's ability to successfully pass a national credentialing or certification examination or approval for licensure that may be required. It is the student's responsibility to maintain his/her adequate academic and technical skills in order to improve such skills to mastery level if passing a national credentialing or certification examination is one's goal. It is the student's responsibility to meet the criteria set forth by the licensure board or organization if obtaining a license is one's goal. Graduation or successful completion of a BPCC course or program only indicates a student has met the minimum requirements set forth by BPCC and/or its regulatory and accreditation agencies. In order to secure the best possible placement, students should strive to perform at their highest abilities.

PROFESSIONAL APPEARANCE

Students are expected to maintain appropriate attire and demeanor in accordance with BPCC's policies, rules and regulations with the internship site.

1. Professional lengths are expected. Dresses or skirts should be not shorter than two inches above the knee, and blouses and shirts should meet the waistline of the skirt or pants below with no exposed skin or clothing in the mid-section.
2. No revealing apparel of any kind is acceptable.
3. No extreme styles are permitted.
4. Accessories, including jewelry, must not be excessive and may not be worn at all where hazards exist. Earrings are limited to two per ear. No other pierce jewelry is permitted.

Please be advised that some internship site may have requirements that may supersede these minimum requirements.

PHONE USAGE

While at the internship site, personal cell phones and pagers may not be seen or used at all. Ear phones (bluetooth) are not allowed to be worn. First infraction will be a verbal warning.

Second infraction will be a written warning with a 10 point grade penalty. Third infraction will result in the Office of Student Services being sent a disciplinary referral with the recommendation to dismiss the student from the program.

COMPUTER USAGE

BPCC encourages and embraces technology and the opportunities for learning it provides. However, students must behave in a manner that is ethical and legal when utilizing the computers, internet, and wireless internet connection at School and at the internship location. Students are only permitted to perform activities that are academic or part of the internship duties when using these resources. The computer and internet usage is monitored to ensure these resources are not abused. Failure to act in a manner that is ethical and/or legal will result in disciplinary action.

STUDENT INJURY

Students are to perform all tasks with safety for employees, staff, faculty, and themselves as priority. However, even in the most cautious environments accidents can occur. BPCC does not have insurance covering injury of a student in a classroom setting or internship site. If a student is injured in a classroom or job site, all efforts to obtain care for the student will be made, however, the student will be responsible for any and all costs related to care.

PAID INTERNSHIP AND/OR USING YOUR CURRENT JOB AS THE INTERNSHIP

The internship shall be a new and educationally rewarding experience rather than a repeat of previous or current work experience. This generally means that a student's current employment duties at his or her work site will not qualify as an internship.

If a student requests that his/her work site be used for the purpose of internship, the following must be submitted in the internship plan submitted to the Program Director:

1. How the work the intern is doing fulfills the requirements of the internship,
2. A written job description of the internship activities, duties, and hours and direct contact time undertaken by the intern to fulfill on-site internship requirements,
3. A statement regarding dual relationships at the site,
4. A statement stating that they understand that they are not required to pay the intern for at least the required three quarters of the hours required for your degree if you are pursuing in an associate degree and at least half of the hours required for your degree if you are pursuing a certificate. In addition, you must receive faculty approval into the

internship program prior to the commencement of your Internship. Since the internship experience is a graduation requirement, and

5. A statement stating who the employment supervisor is and who the internship supervisor is (and that they are different).

*****The contents of this plan will be reviewed with the affiliate company sponsoring the internship to assure that the plan meets the company's understanding of the policy. *****

Additionally, the student must submit an Academic Petition stating the reason(s) for the request. The internship plan and this Petition must be approved before beginning the internship. The program director makes the decision as to the appropriateness of the request.

SCHOOL INTERNSHIP POLICY ON SITE CHANGES

School internship students are expected to remain at one internship site for the entire semester.

Requests for Site Change:

If a site change is necessary, the student must submit to the faculty supervisor a written (typed) request by the end of the 3rd week of the current (internship) semester. The request must indicate that the intern student has a **valid reason and rationale** for a site change. The requests must be specific and must present in detail the reason for the change

Approvals:

The faculty supervisor will investigate the need for a site change and make a decision on the merits of the request as soon as possible. If the site change is approved, it is the student's responsibility to notify their current internship site supervisor of this change and the date it will go into effect.

NEW INTERNSHIP CONTRACT AND INTERNSHIP PLAN REQUIRED WHEN THERE IS A SITE CHANGE.

The student is responsible for finding a new site and submitting a new contract. If the change takes place during the semester, the student must continue to attend the internship class. **No hours on a site can be counted without a signed contract for that site.**

DISTANCE INTERNSHIPS

Out of area internships are subject to a stringent application process and supervision requirements.

PROCEDURES

A distance internship is defined as one that is 100 miles or more from the campus where the student is enrolled. Arrangements for an out of area internship **must be completed** three (3) months prior to beginning of the internship (This will include a contract signed by the site supervisor).

The application process must begin six (6) months in advance to facilitate the completion of all requirements prior to the three (3) month deadline. All other course work must be completed prior to beginning the internship and the applicant must meet the prescribed regulations for the internship as indicated in the student's Program Handbook.

Students must initiate the process by making an appointment with the Faculty Supervisor for Distance Internships six (6) months in advance to discuss the feasibility of a distance internship. The purpose of the meeting is to notify and discuss with the Faculty Supervisor of Distance Internships the intent of pursuing a distance internship.

After meeting with the Faculty Supervisor for Distance Internships, the student must begin the distance internship candidacy process. The student will gather the required paperwork and information as listed on the distant internship candidacy application. Once paperwork has been gathered, the student should meet with the Program Director to discuss information on details about distance internship and to allow the Program Director to contact the potential site to determine internship suitability.

The Faculty Supervisor for Distance Internships, in consultation with the student's advisor and faculty, will determine the feasibility on a case-by-case-basis. This determination will be based on the student's academic record, computer technology and skills, ability to work independently, history of timely completion of assignments, access to communication with the site supervisors, and the appropriateness of the internship site. The Program Director will notify the student that the candidacy application has been approved and that the Faculty Supervisor for Distance Internships will supervise the student.

After permission has been granted for a distance internship and **before the 3-month deadline**, the student will secure a contract signed by the site supervisor and will complete all final arrangements for the internship.

INTERNSHIP GOALS AND OBJECTIVES

The School Internships have been developed to provide the student with a closely supervised experience to facilitate further development. The internship experience requires dedication, willingness to experiment with new methods and procedures, assumption of personal responsibility.

Emphasis on various objectives of the internship may vary from one faculty internship supervisor to another. While the following list constitutes the generally accepted objectives of this experience, faculty is encouraged to discuss any additional objectives during the internship meeting sessions.

A. PROGRAM OBJECTIVES

The specific objectives or goals of the internship are to help the intern increase his or her ability to:

1. Establish rapport and good working relationships with clients and professional staff throughout the internship,
2. Effectively communicate relevant information to clients,
3. Recognize personal and professional limitations and make proper referrals that will enhance the nature of the relationship,
4. Work cooperatively and effectively within setting and initiate appropriate professional relationships with other helping professionals outside the agency as needed

B. COURSE PROCEDURES

1. Students will abide by the requirements of the internship in the keeping of hours and meeting appointments, as well as attend supervisor and faculty supervisor scheduled meetings.
2. Students will complete appropriate Mid-Semester and Final Evaluations.

C. EVALUATION

The following will be used in the evaluation of the internship student:

1. Completion of assignments by intern.
2. Site Supervisor's evaluations.
3. Internship faculty supervisor's evaluation of performance.

INTERNSHIP STUDENT'S RIGHTS AND RESPONSIBILITIES

1. The student has a right to know the criteria for evaluation in the course and to receive progress evaluations from the faculty internship supervisor [instructor] on a regular, systematic basis.
2. The student has a right to know the expectations and procedures of the faculty internship supervisor.
3. The student has a right to expect regular supervision and feedback in the management of cases as scheduled by the site supervisor and professional counseling staff.
4. The student has a right to know the procedure for handling emergencies.
5. The student has a right to ask questions regarding the process and the correct handling of cases.
6. The student has a right to have the internship field experience rules and guidelines explained fully.

RESPONSIBILITIES

1. The student intern is responsible for notifying the Program Director of his/her choice of placement, and, once assigned a placement, for contacting the site supervisor and setting up an appointment to have the contract signed.
2. The student intern is responsible for notifying the faculty supervisor, site supervisor, and Program Director of any changes of address (street, city and state), phone numbers, or schedules affecting on-site contact hours, etc.
3. The student is responsible for turning in (and keeping copies of) all evaluations to the Faculty internship supervisor for their evaluation and assigned grade for the internship experience, who then gives these evaluations to the Program Director to file in the student's file.
4. The student intern is responsible for submitting any request for change of internship site in writing and for following the guidelines outlined in the Site Change Policy.
5. The student intern is responsible, upon assignment at an internship site, for asking the site supervisor about the format, guidelines and procedures staff use for record keeping. The intern student is expected to abide by the required procedures and site requirements.
6. The student intern is responsible for providing clients with a quality experience.
7. The student intern is responsible for promptly keeping appointments. In the event of illness or emergency, the student intern must notify the client, the site supervisor, and the faculty supervisor of any change in appointments.
8. The student intern is responsible for informing the faculty internship supervisor and site supervisor of any problems with cases or client emergencies.
9. The student intern is responsible for requesting additional supervision if needed.

FIELD PLACEMENT COORDINATOR'S ROLE

The Program Director is a BPPC staff member primarily responsible for securing potential internship sites and ensuring that the site supervisor has the appropriate qualifications.

DUTIES:

1. Schedule and present two informational workshops (Fall and Spring Semesters) on student internships, including the purposes, expectations, and requirements.
2. Maintain an updated listing of available sites and internship positions in an internship notebook.
3. Maintain a current brochure and pamphlet view book about sites and their services for counseling majors. Students use these notebooks to access information about potential internship sites.

4. Supply site supervisors with guidelines and materials explaining the purposes and expectations of the student internship field experiences.
5. Make initial contact with site supervisors and key personnel to set up internship sites for students.
6. Maintain individual files on intern students' field experiences, including contracts and evaluations for future reference. Following the field experience, the files are placed in the students' alumni file for permanent record.
7. Assist students in preparing and checking resumes and paperwork necessary for field experience application and placement.
8. Counsel students regarding field experiences and inquiries about field sites and requirements.

FACULTY ADVISOR'S INTERNSHIP RESPONSIBILITIES:

1. Review the student's request for internship candidacy and the student's file for any potential concerns.
2. Recommend approval or denial of internship candidacy for student.
3. Offer additional information on appropriate sites or to recommend sites if the student intern has not already decided upon a possible site. Recommend that students look at the internship listing and view the site listing book.

INTERNSHIP FACULTY SUPERVISOR'S RIGHTS AND RESPONSIBILITIES:

1. The Internship Faculty Supervisor has the right to determine the expectations and requirements of the internship.
2. The Internship Faculty Supervisor has the right to expect the student's regular and punctual attendance in internship classes.
3. The Internship Faculty Supervisor has the right to evaluate the student's performance based on the stated criteria of the internship section in which the student is enrolled.
4. The Internship Faculty Supervisor has the right to determine the assignment and/or reassignment of cases based on the interaction with the Internship Site Supervisor, the student's skill level, and the presenting problem.

RESPONSIBILITIES:

1. The Internship Faculty Supervisor is responsible for clearly stating expectations, requirements, and grading criteria.
2. The Internship Faculty Supervisor is responsible for providing feedback to internship students regarding their skill development and course grade at regular intervals during the semester.
3. The Internship Faculty Supervisor is responsible for informing the intern student, at the earliest possible time, if work is not satisfactory and to detail specific behavioral expectations that can lead to improvement.
4. The Internship Faculty Supervisor is responsible for writing an introductory letter to the site supervisor. Additionally, the Faculty Internship Supervisor will maintain regular contact with field site supervisors, which will include, when possible, at least one on-site visit. When a site visit is not possible, the faculty supervisor assumes the responsibility to facilitate communication between the college and the site.
5. The Internship Faculty Supervisor is responsible for collecting and discussing Student and Site Supervisor evaluations, Internship Hours Log, and, once grades are assigned, for giving them to the Program Director to include in the student's file folder and the Internship Evaluation Notebook.

INTERNSHIP SITE SUPERVISOR'S RESPONSIBILITIES:

1. The site supervisor is responsible for providing opportunities for the student to engage in a variety of activities under supervision and to evaluate the student's performance.
2. The site supervisor is responsible for providing necessary and appropriate technology that assists with learning.
3. The site supervisor is responsible for completing the Bossier Parish Community College Cyber Information Technology / Computer Information Systems Program evaluation forms.

Internship Checklist for Students

- Read the Internship Handbook and be familiar with its contents. Students are responsible for all information contained in the handbook.
- Attend the MANDATORY Internship Orientation Meeting.

***Requests for Summer/Fall school placements must be received by April 15th.
Requests for Spring school placements must be received by November 15th.***

Compile the following and meet with your advisor:

- Candidacy Application for Internship
- Internship Handbook Acknowledgement & Consent of Background Check and Release of Information form.

Once your application for candidacy has been approved, you can then request a site – do not contact sites prior to candidacy approval!

Once you have been assigned a site, you will be registered for Internship class. Contracts are due on the last day of the first week of classes the semester of internship.

- Intern Contract (Due by the last day of the first week of classes the semester of internship)
- Your signature
- Your site supervisor's signature
- Project Director's signature

Students cannot count any hours at their internship site until a signed contract is received.

Students are STRONGLY encouraged to make copies of ALL documents (other than Background checks) prior to turning them into the Project Director. Copies will not be made by the Project Director.



Candidacy Application for Internship for

(Print Student Name)

(Print Student Email/Phone)

The student needs to compile the items listed below and bring them, along with this application to the Internship Instructor(s), who will then check off to verify all required material is present.

The internship search process CANNOT be started until candidacy is approved by faculty.

- _____ Transcript
- _____ Completed at least three quarters of the hours required for your degree
- _____ Internship Handbook Acknowledgement Form
- _____ Criminal Background Check Form
- _____ Meet with internship instructor to complete/review program graduation requirements

(Field Placement Coordinator Signature & Date)

Request for Candidacy _____ Approved _____ Denied

If denied please provide reasoning:



Internship Handbook Acknowledgement & Consent of Background Check and Release of information to Internship location

I _____, acknowledge receipt of a CIT/CIS Internship Handbook. I accept the responsibility of abiding by the rules and procedures contained in the Handbook. My signature below also indicates my understanding that the policies contained in the Handbook do not replace policies and procedures found in the Bossier Parish Community College Student Handbook or Catalog. In addition, I understand that I will be responsible for abiding by the policy and procedures of my internship location while at their facility.

I _____, further authorize Bossier Parish Community College (BPCC) and its agents to release my name, contact information, social security number, date of birth, background check results, and information regarding my performance as necessary to a third party for the sole purpose of obtaining and maintaining approval for the internship assignment. I understand that it is my responsibility to inform BPCC of any changes or updates in the above name information.

(Students Signature)

(Students Printed Name)

(Date)