

CO-OP/INTERNSHIP WORK EXPERIENCE

STUDENT/EMPLOYER HANDBOOK

Lone Star College System



Table of Contents

Co-op / Internship/ Work Experience Program

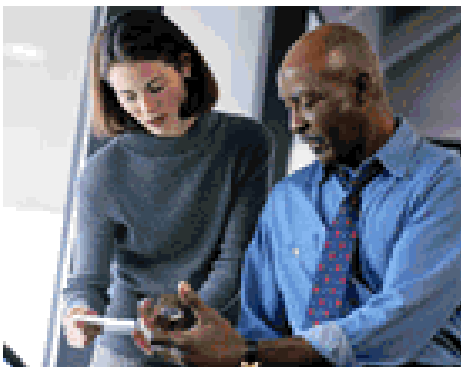
<u>Preface.....</u>	<u>3</u>
<u>Co-op/Internship Work Experience Program.....</u>	<u>5</u>
<u>Advantages to the Student/Advantages to the Employer.....</u>	<u>6</u>
<u>Course Completion/College Credits.....</u>	<u>8</u>
<u>Student Qualifications for Enrollment.....</u>	<u>9</u>
<u>Employer/Job Qualifications for Participation in Co-op/Internship Work Experience Program ...</u>	<u>10</u>
<u>Student Compensation.....</u>	<u>11</u>
<u>Learning Objectives.....</u>	<u>12</u>
<u>Supervisor/Coordinator Conferences.....</u>	<u>15</u>
<u>Co-op/Internship Application.....</u>	<u>16</u>
<u>Co-op/Internship Work Experience Employer Evaluation.....</u>	<u>17</u>
<u>Student Coordinator Conference 1 and 2 Form.....</u>	<u>18</u>
<u>Student Information Form.....</u>	<u>19</u>
<u>Student Weekly Report.....</u>	<u>21</u>
<u>Job Objectives.....</u>	<u>22</u>
<u>Examples.....</u>	<u>23</u>

Preface

This handbook has been prepared especially for the student and his/her employer. It includes information of interest and value about the Co-op/Internship work experience program. This work experience program should be very valuable to the student and the employer.

Please study this booklet very carefully, as it explains the requirements and responsibilities for participating students and employers. Sample forms are included for your information.

This handbook should prove interesting and useful in understanding the demands made upon all concerned and will explain how the Co-op/Internship work experience program operates.



Definition of Terms

Term	Definition
Co-op/Internship Worksite	<p>There are two types of approved Co-op/Internship worksites:</p> <p>The first is an approved worksite in which a student is placed for only one or two semesters. This worksite is not designed for permanent employment.</p> <p>The second is a worksite in which a student is already employed in a career-related field. This represents a full- or part-time job that the student has obtained for him or herself and may last longer than just one or two semesters.</p> <p>Both types of approved worksites will provide work experiences that are consistent with industry standards and emphasize current practices in the student's field of study.</p>
Employer	An organization that has been approved to participate in the Co-op/Internship work experience program.
Coordinator/faculty coordinator	The faculty professor to whom a student is assigned during the Co-op/Internship work experience. The faculty coordinator works in cooperation with the student and his/her supervisor to develop Co-op/Internship work experience learning objectives.
Supervisor	Person for whom the student works during the Co-op/Internship work experience. The supervisor helps the student determine the objectives and helps evaluate the student at the end of the Co-op/Internship work experience in cooperation with the coordinator.
Learning Objectives	Written statements defining the educational experiences and tasks each Co-op/Internship student expects to accomplish during the semester.

Co-op/Internship Work Experience Program

The Co-op/Internship work experience is a program that combines the training efforts of both the college and the workplace. This partnership allows the student the opportunity to develop understanding of the relationship between school and work by working in a career-related field and coordinating that work with their college program. It is an educational program which recognizes that the workplace offers tremendous hands-on training and awards college credit for the knowledge, skills, and attitudes gained.

The purpose of this program is to provide students with real-world work experience and career awareness in the occupation related to their college major, thus providing an effective mode of transition from school to work.

The Co-op/Internship work experience program developed for workforce degree or certificate program students is designed to allow students to simultaneously work and attend college. This plan requires that the student coordinate and balance the Co-op/Internship work experience with remaining specific career and general education courses needed to complete certificate and/or degree requirements.

Each student is assigned a coordinator who will work with the student and supervisor to set individual Co-op/Internship learning objectives related to job growth, personal development, problem-solving, routine duties, or future career aspirations. The coordinator will make on-site visits to assist the student and supervisor in developing and evaluating program objectives. The Co-op student must be employed at least 20 hours a week in a position related to his/her degree or certificate plan. An internship student must be employed at least 9 to 20 hours per week in a position related to his/her degree or certificate plan. The specific hours per week are identified by the contact hour requirements and the length of the work experience assignment. Regardless of length of assignment full contact hours must be completed. This position may be for paid or unpaid employment. Three (3) semester hours of credit may be earned each semester. Either one or two semesters of Co-op/Internship work experience are required, depending upon the degree or certificate plan.

Advantages to the Student

Enrollment in the Co-op/Internship work experience program allows a student to receive college credit for on-the-job experience. The program enhances classroom instruction by providing a realistic medium for the application of that instruction.

Advantages to the Employer

The Co-op/Internship work experience program allows an employer the opportunity to become a partner in the educational process by actively participating in the training and development of business students. During the Co-op/Internship training period, the supervisor assists with learning objectives development, job assignments, and student evaluation. A Co-op/Internship program allows the supervisor to evaluate the knowledge and skills gained by the student as a basis for possible full-time employment upon the student's graduation from his/her workforce AAS or certificate program.

Advantages to Both

The program incorporates the skills and competencies necessary to succeed in today's work place as outlined by the SCANS report for America 2000 (the Secretary's Commission on Achieving Necessary Skills). The SCANS skills are applied as follows:

Resources--the student learns to manage time and materials at work to enable completion of his/her learning objectives without taking time away from regular work duties.

Interpersonal skills--the student learns to use interpersonal skills to work well with others at work, including his/her supervisor as he/she is evaluated in terms of attitude and cooperation on the job. This includes working on teams and/or serving the customer.

Information--the student develops specific, job-related learning objectives that include one or more of the following: acquiring and evaluating data, organizing and maintaining files, interpreting and communicating, and using computers to process information. Each student's learning objectives are developed in the context of his/her particular job or career objective.

Systems--the student learns to incorporate social, organizational, and technological systems to succeed on the job and monitors his/her performance by weekly progress reports sent to his/her coordinator.

Technology--the student uses the equipment and tools provided at his/her particular worksite to complete one or more specific learning objectives.

Basic skills--the student must write five measurable learning objectives after speaking and listening to his/her supervisor and coordinator regarding what is needed at the worksite. In addition, the student prepares a final portfolio documenting his/her completed learning objectives.

Thinking--the student uses and develops the ability to learn, reason, and think creatively while completing his/her learning objectives.

Personal qualities--the student is evaluated by his/her supervisor in terms of attitude, attendance, cooperation, and punctuality on the job. The student is also evaluated by the coordinator in terms of attendance, participation, and punctuality at college seminars and conferences.

Course Completion / College Credits

Upon successful completion of each Co-op/Internship work experience course, the student will be awarded the approved hours of college credit (normally 3 semester credit hours). Successful completion will be determined by the Co-op/Internship coordinator and the supervisor based on the following general criteria:

- Completion of the course requirements by attending seminars throughout the semester for Co-op Students and working at the worksite during fall and spring semester work a minimum of twenty (20) hours each week during the semester for a total of 320 hours. During the summer semester the 320 work hours are divided by the number of weeks of the internship.
- Completion of the course requirements throughout the semester for Internship Students and working at the worksite a minimum of nine (9) to 20 hours each week during the semester to meet the required contact hours. Required hours vary among programs.
- Completion of learning objectives developed and documented by the student, instructor, and supervisor. The objectives should be completed on the student's own time, not the employers unless arrangements are made with the employer.
- Receipt of satisfactory ratings during site visits and on supervisor evaluations.
- Completion of all required documentation including required reports, weekly check-in sheets, evaluation forms, portfolio notebook, etc., as well as any documentation required by his/her supervisor.

Student Qualifications/Responsibilities for Enrollment

To qualify for enrollment in the Co-op/Internship work experience course, a student must meet the prerequisites shown in the LSCS catalog which include

- enrollment in a workforce education AAS degree or certificate program
- completion of at least 15 credits in a degree or certificate program - some programs may require Co-op to be taken only during the last semester of the certificate or degree
- departmental approval

In addition, each student must agree to:

1. Pursue a planned program which, in the judgment of the coordinator and supervisor, includes new or expanded responsibilities or learning opportunities beyond those experienced during previous employment or classroom/laboratory instruction.
2. Begin employment at an approved worksite on or before the official class reporting date.
3. Participate in planned on-the-job work experiences that contribute to stated occupational or educational goals.
4. Participate in several seminars designed to provide current workplace knowledge and/or training while contributing to stated career goals.
5. Maintain acceptable workplace attendance and attitudes as defined by the employer and Co-op/Internship coordinator.
6. Obtain the approval of the coordinator.

Employer Qualifications for Participation in the Co-op/Internship Work Experience Program

To participate as an employer in the Co-op/Internship work experience program, the worksite must be approved. To be approved, you must:

1. Be in agreement with the educational objective of providing work experiences for students which are consistent with industry standards, are new and varied, and emphasize current practice in the field of specialization.
2. Fulfill the intent and purpose of the Co-op/Internship work experience program.
3. Offer a reasonable probability of continuous work through the end of the semester.
4. Agree to evaluate the student on his/her learning objectives.
5. Have adequate equipment and facilities to provide appropriate learning opportunities.
6. Provide adequate supervision to ensure a planned work program in which students may receive maximum educational benefit.
7. Comply with all appropriate federal and state employment regulations.
8. Qualify for approval by program coordinator and/or advisors.
9. Meet with faculty coordinator as needed.

Student Compensation

The work experience program provides participating students with the opportunity for employment within their career field. The College and participating employers assure students that the work experiences are consistent with industry standards, are new and varied, and that they represent current practices in the field of specialization.

Although the College, in partnership with local employers, has established specific procedures for employment of students, it is each employer's decision to determine whether the student will be paid or unpaid for such employment. In most instances, the student is paid during the Co-op/Internship period.

Learning Objectives

Learning objectives are written statements defining educational experiences and activities each student expects to accomplish during the semester. These objectives are recorded on the form shown in the back of this handbook. The Co-op student must spend a minimum of five (5) hours per week on these objectives.

The learning objectives form serves three (3) basic purposes:

1. It is a record of the specific tasks that have been selected for the current semester.
2. It is a record of how well the student accomplishes these tasks. This rating is given by the supervisor and by the student as a self-evaluation. The coordinator's rating is recorded in the official school records as the grade for the course. These ratings will assist the coordinator in determining the final grade for the course.
3. It is the employer's certification of the average number of hours the student works each week and spends on his/her objectives.

In consultation with the coordinator and supervisor, the first task for each student is to document specific learning objectives he/she will strive to accomplish on the job. These objectives must be specific enough so each student and supervisor can measure his/her achievement. At the same time, the objectives must outline a specific task which can be completed by the end of the semester.

The following are some guidelines to assist the student and supervisor in writing the learning objectives:

A. Ideas for Learning Objectives:

1. Routine duties--is there room for improvement in routine or daily tasks?
2. Problem solving--is there a problem to be solved that will exhibit measurable results?
3. Creative goals--can you develop new policies or procedures that will result in saving time, materials, or costs?
4. Personal goals--can you improve relations with co-workers or supervisors?

5. New skills and skill improvements--is there new software or hardware knowledge or training that would benefit how work is completed.

B. Writing the Learning Objectives

1. Start with an action verb.
 - a. Examples such as write, operate, revise, apply, assemble, select, develop, report, install, increase, etc.
 - b. Be careful of words like understand, learn, know, or appreciate. It is very difficult to measure how well you achieve these things.
2. Add the standards which you will strive to achieve.
 - a. The standards describe how well you will be able to perform the stated learning objectives in order to be acceptable. They should usually specify the minimum acceptable skill level or accomplishment.
 - b. Standards might include such statements as improve by 95%, not more than one each day, within twenty minutes, etc.
 - c. Statements such as "to acceptable industrial standards" are only acceptable if those standards are generally known throughout the specified industry and/or are recorded in an accessible text or location.
3. List the specific tasks under each objective indicating exactly what will need to be done for each objective and how long each individual task will take. For example, if the objective was to *Learn the basics of Excel and create a spreadsheet for the department's office supplies*, the tasks might be:

Attend Excel class	8 hours
Practice/homework	8 hours
Discuss supply needs w/ staff	3 hours
Assess what to order	2 hours
Design/produce spreadsheet	<u>4 hours</u>
TOTAL	25 hours

C. Examples of Learning Objectives

1. Develop five recommendations for reducing equipment failure rates by 10 percent this semester.
2. Master obtaining and proofing patient information and registration, using the TESS Appointment Program, assemble new patient charts, and demonstrate this skill to my supervisor by November 1.
3. Devise a faster method for analyzing computer printouts and write a report of my findings by November 30.
4. Develop an income and expense analysis for the XYZ Department with recommendations for action by December 1.
5. Analyze safety practices and write a report recommending specific improvements by November 15.
6. Develop five (5) techniques for recycling materials and write a report to my supervisor by December 1.
7. Research and use legal resources to prepare a pleading by September 20.
8. Design and develop new insurance forms for the Human Resources Department by December 1.
9. Attend a course on assertiveness and write a report on what I learned by December.
10. Attempt to increase my monthly sales totals by making five more calls per week this semester. All sales calls will be logged and will be approved by my supervisor.
11. Describe in writing the methods for quality control used in this office by November 1.
12. After learning Microsoft Excel, prepare a spreadsheet for this department's office supplies by November 12.
13. Design a trade show booth and present the design layout including a list of materials needed by September 30.
14. Investigate and report in writing the current method of issuing company property to employees and make recommendations for a more efficient method by December 1.

Supervisor/Coordinator Conferences

As part of the total Co-op/Internship work experience program, the coordinator is required to consult with the supervisor during the semester. (See the form on the following page.) This helps to more accurately evaluate students and assist them in solving job-related problems. In addition, the coordinator is charged with the responsibility of assuring that the job/work station qualifies for participation in the program.

There is no reason for students to be concerned about any on-site visits. The coordinator will be very tactful. He/she will do nothing to damage the student's image with his/her supervisor. In fact, the exact opposite usually occurs. If there is some aspect about contacting the supervisor that concerns the student, the matter should be discussed with the coordinator before the initial contact.

Remember, the basic reason for the requirement of supervisor/coordinator conferences is to allow the coordinator to assist students in coping with the job and successfully completing learning objectives.

Student/Coordinator Conferences

The coordinator may schedule a personal or telephone conference with each student during the semester. During these conferences, each student will discuss his/her Co-op/Internship work experience program and his/her participation and progress. Since the coordinator may want to discuss the job assignment and any job-related problems being experienced, each student should be prepared to ask questions and discuss anything he/she feels is appropriate.



Lone Star College System Co-op / Internship Application

Date: **Campus:** **Student ID:**

Name:

Home Address: **City:** **State:** **Zip:**

Email Address:

2nd Email Address that will be permanent after your leave campus:

Phone Number: **2nd Phone Number:**

Gender: Male Female Currently Employed Yes No

Where Employed: **Job Title:**

Number of Credit Hours in Degree Plan? **Expected Date of Graduation:**

Program of Study: **Program Coordinator or Instructor:**

For Employment Specialist Use Only	
Company Name:	Address:
Phone Number:	Supervisor:
Job Title:	*Work Hours Per Week
Start Date:	End Date:

*Work Hours Per Week are based on approved/required contact hours, typically 320 hours (20–26 hours per week) for Co-op Work Experience and internship hours which may range from 9 to 20 hours per week.

STUDENT/COORDINATOR CONFERENCE 1

DISCUSSED WITH STUDENT:

JOB PROGRESS ☐ LEARNING OBJECTIVES ☐ JOB INFORMATION ☐

METHODS OF EVALUATION ☐ STUDENT'S GOALS ☐

COMMENTS (Potential for job development and improvement): _____

Student's Signature

Date

STUDENT/COORDINATOR CONFERENCE 2

DISCUSSED WITH STUDENT:

JOB PROGRESS ☐ LEARNING OBJECTIVES ☐ JOB INFORMATION ☐

METHODS OF EVALUATION ☐ STUDENT'S GOALS ☐

COMMENTS (Potential for job development and improvement): _____

Student's Signature

Date



Student Information Form

Student's Name	
Permanent Address	
Home Phone	
Cell Phone	
Work Phone	
Personal Email Address	
Degree/Certificate	
Catalog Year	

Current Employer	
Employer:	
Address:	
City, State, Zip	
Position Held	
Length of Employment:	

Texas State Law requires the college to track students after graduation to ensure they are successfully employed in their field. The information collected below will assist us in meeting that requirement. All information collected is confidential and will be shared with the employer only with the consent of the applicant.

First Person Contact – (someone who will always know how to contact you):

Individual's name	
Relationship to you	
Permanent address	
Home phone	
Cell phone	
Work phone	
Fax number	
Personal email address	

Second Person Contact (someone who will always know how to contact you):

Individual's name	
Relationship to you	
Permanent address	
Home phone	
Cell phone	
Work phone	
Fax number	
Personal email address	

Lone Star College System does not guarantee job placement. It is the student's responsibility to locate an appropriate Work Experience position. The instructor may share the information on this form with prospective employers if you are not currently employed in an appropriate Work Experience position. If the information you have provided is true and correct to the best of your knowledge and you agree to all the above statements, please sign below:

Student signature _____

Date _____

.



Student Weekly Report

Student:	
Week:	

Day	Date	Time In	Time Out	Hours
Monday				
Tuesday				
Wednesday				
Thursday				
Friday				
Saturday				
Sunday				
Total hours per week				

Student signature _____

Print Name _____

Supervisor Signature _____

Print Name _____

Objectives you worked on this week:	Current Status
1.	
2.	
3.	
4.	
5.	
Comments:	

Fax to: _____ and place original in your portfolio.



Job Objectives

Lone Star College- _____
 Co-op / Internship Objective Form
 Phone _____
 Fax _____

LSC STUDENT:
WORK SUPERVISOR:
LSC INSTRUCTOR:
CHECK ONE: <input type="checkbox"/> Co-op <input type="checkbox"/> Internship Course # <input style="width: 80px;" type="text"/> Section: <input style="width: 80px;" type="text"/>

INSTRUCTIONS: Please type your objectives below (2 minimum) and email this form as an attachment to your instructor. Signed copy is to be kept in your portfolio.

Job Objectives	Met	Not Met	Comments <i>(For Instructor and Employer use only)</i>
Objective 1:			
Objective 2:			

Co-op Project Management Grid **EXAMPLE ONLY**

Objective and Tasks	Estimated	Actual
Objective 1: Write guidelines for the customer service representatives by September 30. Task: Talk with my supervisor as to what exactly is needed. Task: Rough draft some procedures. Task: Talk with each customer service rep. Revise procedures. Task: Key the guidelines in Word and email as an attachment to everyone.	.5 hr. 1.0 hr. 2.0 hr. 1.0 hr.	
Total Hours for Objective 1	4.5 hrs.	
Objective 2: Research and develop a telephone protocol procedure for our department by October 10. Task: Read product manual. Task: Discuss with supervisor and others in department. Task: Prepare rough draft of procedures. Get feedback from at least two people. Task: Produce the final protocol procedures using Word's desktop publishing features.	1.0 hr. 2.0 hr. 3.5 hr. 3.0 hr.	
Total Hours for Objective 2	9.5 hrs.	
Objective 3: Write the Customer Service Specialist section of the Policies and Procedures Manual by November 15. Task: Research job duties of Customer Service Specialist. Task: Discuss with at least 5 Customer Service reps. Task: Write a rough draft of this section and send out to two people for proofing. Task: Produce the final copy for the Procedures Manual.	3.0 hrs. 4.0 hrs. 8.0 hrs. 3.0 hrs.	
Total Hours for Objective 3	18.0 hrs.	
Objective 4: Design and produce an evaluation form to enable monitoring of weekly activities of the Customer Service Specialist by November 25. Task: Discuss what is needed on the form for information gathering. Task: Design a rough draft with pencil and paper and get feedback from two people. Task: Create template - get feedback - have people test the form Task: Produce final form using Word.	2.0 3.5 8.5 2.0	

Total Hours for Objective 4	15.0 hrs.	
Objective 5: Schedule training classes for the employees in our department and write a summary report by November 27.		
Task: Talk to supervisor to see what classes should be offered.	.5 hrs.	
Task: Create schedule of classes and line up instructors and create learning materials.	11.0 hrs.	
Task: Create signup form and send email to everyone in department	1.5 hr.	
Task: Write a summary report on what happened and evaluate the training.	1.0 hr.	
Total Hours for Objective 5	14.0 hrs.	
TOTAL HOURS (MIN. OF 60 REQD.)	61.0 hrs.	

**CO-OP/INTERNSHIP WORK EXPERIENCE
WEEKLY REPORT**

Example Only

Coordinator _____

This form must be completed by the students each week during the semester starting with week four. The form must be filled out completely and submitted to the coordinators to keep them informed of progress and any changes which may occur.

STUDENT INFORMATION

Please Print or Type

NAME: your name typed here	PHONE NO: your phone or cell	COURSE NO: 2380
WEEK BEGINNING: 2/14/10	WORK SUPERVISOR: your immediate boss	
REPORT DATE: 2/18/10	<input type="checkbox"/> PROBLEM	<input type="checkbox"/> NEED APPOINTMENT
<input type="checkbox"/> PLEASE CALL:		
ARE THERE ANY CHANGES THIS WEEK? <input type="checkbox"/> YES, NEW (indicate below:) <input checked="" type="checkbox"/> NO		
<input type="checkbox"/> JOB	<input type="checkbox"/> SUPERVISOR	<input type="checkbox"/> JOB ASSIGNMENT
<input type="checkbox"/> PROMOTION		
<input type="checkbox"/> NAME	<input type="checkbox"/> ADDRESS	<input type="checkbox"/> PHONE
<input type="checkbox"/> BUSINESS	<input type="checkbox"/> HOME	
PLEASE LIST NEW INFORMATION:		

OBJECTIVES	CURRENT STATUS
Ex: Attend seminar on letter writing and write summary report.	Attended seminar 3/22
1. Write guidelines for the customer service reps.	Started on this objective – talked to my boss and am writing a rough draft.
2. Research & develop telephone protocol procedure.	
3. Write the Customer Service Specialist section of the Policies and Procedures Manual.	
4. Design and produce an evaluation form.	
5. Schedule training classes for the employees in our department.	
COMMENTS:	