

Saint Louis University-Madrid Campus
INTN-4910-M03 – Internship

Saint Louis University-Madrid Campus

Career Services

Course name: Internship

Professor: P Burns

Email: patrice.burns@slu.edu

Course Code: INTN-4910-M03

Prerequisites: Detailed on SLU-Madrid Career Services Webpage and below

Credit Hours: 3

Course Description: An internship is designed to help students learn by experience, make connections between their classroom learning and the workplace, and prepare for their careers. Academic credit is awarded in proportion to the number of hours a student-intern completes. A student must work 180 hours to earn 3 credits.

Prerequisites:

- 1) Approval by Internship Coordinator
- 2) Junior or Senior standing
- 3) Fluent English and Spanish (3000-level Spanish required)
- 4) Have a minimum 2.65 overall GPA
- 5) Meet all internship requirements as listed on the Career Services webpage

Course Registration: Students must obtain an internship and submit all required documents as outlined on the Career Services webpage to the Internship Coordinator. Upon acceptance in an internship position, students will be enrolled in the course.

Course Objectives and Learning Outcomes:

1) Student Learning Objectives. During their first week on the job, students must submit their learning objectives to the Internship Coordinator, addressing their goals for the following areas in a 1-page double spaced Word document.

- a. Professional: How do you expect this internship to help you pursue your career goals?
- b. Personal: What knowledge or skills (e.g. public speaking, writing, financial literacy, cultural competency, leadership) do you hope to obtain through this internship?
- c. Scholarly: How do you expect your internship to relate to what you have learned as a student of SLU-Madrid?

2. Behavioral Interviewing Questions

Each week you will need to answer one of the behavioral interview questions listed on the last page of this syllabus. You can choose the question you want each week, but your **answers must pertain to your current internship position.**

3) Bi-weekly Analysis

The bi-weekly analysis is to focus on one of two areas:

Analysis of a Problem or Project – you must cover the following in your report:

1. Problem statement
2. Action plan
3. Results
4. Conclusions and recommendations
5. Learning – How does this compare to what I have learned in my classes at SLU-Madrid?

or

Analysis of a Procedure – you must cover the following points:

1. Description of the processes of different activities within the company
2. Coordination of the processes
3. Possible improvements
4. Learning - How does this compare to what I have learned in my classes at SLU-Madrid?

4) Meet with Internship Coordinator

You need to schedule a meeting with the Internship Coordinator to discuss your **progress** and the **final work sample**.

5) Internship Reflection and Work Sample

- a. **Work Sample:** Students must submit a sample of their work. This will vary from student to student, depending on the nature of the internship. It can be a spreadsheet, a website, a press release, a report, etc., but prior approval of the artifact by the Internship Coordinator is required. Include an explanation of the sample – explain why you created it and the process you followed.
 - b. Reflection: Students will write a 4-5 page paper (double-spaced) that focuses on the business/political and social role of the organization and their own experiences and analysis. The reflection should respond to the following considerations, among others:
 1. Analyze the effectiveness of the institution from both the organization's point of view and based on your own findings. *Who is the organization trying to serve and how? What are the organization's standards for effectiveness? Does it live up to those standards? In what specific ways are they successful? What obstacles do they face?*
2. Student and Personal Development
 - i. Describe how the work you did relates to the firm's mission and objectives.
 - ii. Analyze the following aspects of your work and development:
 - a. The activities you carried out.
 - b. The challenges you faced.
 - c. The skills you obtained.
 - d. The goals you achieved.
 - e. How you implemented concepts you have learned in your classes at SLU-Madrid. What theories you saw in practice in the workplace.
 - f. How you will apply the key lessons learned as you develop in your career.
 - g. The personal or professional areas you hope to improve on as you develop in your career.

6) *Updated Resume*. Students will integrate their internship experience into a resume that also includes their professional objective(s), educational information, and other relevant experience.

The final written project you turn in will incorporate all written work you completed for the course (Points 1 – 5 above).

On the job commitment:

1. Student:

- Fulfill the hours and follow the norms set by the company.
- Fulfill the job outlined by the company.
- Maintain contact with your Workplace Mentor and the Internship Coordinator in the manner indicated.

2. Workplace Mentor:

- Develop a work plan for the student.
- Orient and support the student on the job.
- Evaluate the student's on-the-job performance.

3. Internship Coordinator:

- Coordinate with the student and Workplace Mentor to ensure the work is challenging and that the student is fulfilling her or his commitment.
- Work with the faculty member to evaluate the performance of the student's goals, journal, progress reports and the final report.

Grading: The work will be supervised and monitored by the Workplace Mentor and the Internship Coordinator from SLU-Madrid. The Workplace Mentor will evaluate the student's performance by completing an assessment form and returning it to the Internship Coordinator. The final grade for this course is Pass/No Pass and will be determined as follows:

- 25% - Workplace Mentor Evaluation
- 25% - Personal Development Goals, Journal and Progress Reports
- 50% - Final reflection, Resume and Work Sample

Academic Honesty: Academic integrity is honest, truthful and responsible conduct in all academic endeavors. The mission of Saint Louis University is “the pursuit of truth for the greater glory of God and for the service of humanity.” Accordingly, all acts of falsehood demean and compromise the corporate endeavors of teaching, research, health care, and community service through which SLU fulfills its mission. The University strives to prepare students for lives of personal and professional integrity, and therefore regards all breaches of academic integrity as matters of serious concern.

The full University-level Academic Integrity Policy can be found on the Provost's Office [website](#). Additionally, SLU-Madrid has posted its [academic integrity policy online](#). As a member of the University community, you are expected to know and abide by these policies, which detail definitions of violations, processes for reporting violations, sanctions and appeals.

Your instructor will review these matters during the first weeks of the term. Please direct questions about any facet of academic integrity to the instructor, the chair of the department of your academic program or the Academic Dean of the Madrid Campus.

AI Policy: The university's goals include fostering students' critical thinking, creativity, reflection and problem solving. Therefore, all students must demonstrate originality in the authorship of their work and properly cite the sources consulted. While proper use of AI may prove to be a valuable teaching tool for both teachers and students, improper use/abuse of AI might be considered plagiarism and penalized as such. Please consult with your instructor if you have questions about whether or not you can use AI tools such as ChatGPT in your course. In order to develop forms of assessment that will allow students to be assessed in a reliable manner and to provide effective and enhanced support for their learning, Departments/instructors reserve the right to randomly conduct Oral Exams as a second stage of an assessment for which the first stage is the submission of a written assignment.

Diversity and Inclusion: Saint Louis University is committed to fostering a positive, inclusive and welcoming learning and working environment. SLU-Madrid's policies prohibit discrimination based on race, color, national origin, ancestry, religion, sex, gender, gender identity, gender expression, sexual orientation, pregnancy, age, disability, physical appearance, financial or socio-economic status, immigration status, parental or marital status, veteran status or any other protected classification of identity. Discrimination includes any form of unequal treatment such as denial of opportunities, harassment, and violence. Sex-based violence includes rape, sexual assault, unwanted touching, stalking, dating/interpersonal violence, and sexual exploitation.

If you experience or witness any kind of discrimination, you are encouraged (but not required) to report the incident to the SLU-Madrid's Department of Student Life (studentlife-madrid@slu.edu; +34 915 54 58 58, ext. 213) or, if you wish to speak to a confidential resource, the Counseling Center (counselingcenter-madrid@slu.edu +34 915 54 58 58, ext. 230). Both are in Padre Rubio Hall, on the ground floor and the first floor, respectively. You can also report the incident to the University's Hotline (900-99-0011; then enter 877-525-5669 when asked for the hotline number).

Please know that instructors are required to inform SLU-Madrid when made aware of incidents of discrimination, harassment sexual misconduct, and/or related retaliation, to ensure that individuals impacted receive information about options for reporting and support resources. If you wish to speak with a confidential resource, the following are available on campus and off campus:

Counselors at the [Counseling Center](#), located on the first floor of Padre Rubio Hall (counselingcenter-madrid@slu.edu; 915 54 58 58, ext. 230).

Counselors at Sinews Multilingual Therapy Institute, SLU-Madrid's off-campus counseling and mental health services provider (www.sinews.es; 917 00 19 79).

If you prefer to seek confidential spiritual counseling related to an incident of discrimination or harassment, contact SLU-Madrid's Campus Chaplain, Fr. James O'Leary, S.J. (james.oleary@slu.edu; 915 54 58 58, ext. 279).

Additional information and resources are posted on our [Safety and Security](#) and [Community Standards](#) webpages.

Accessibility, Disability and Learning Resources: In recognition that people learn in a variety of ways and that learning is influenced by multiple factors (e.g., prior experience, study skills, learning disability), resources to support student success are available on campus. Students who think they might benefit from these resources can find out more about:

- Course-level support (e.g., faculty member, departmental resources, etc.) by asking or emailing your course instructor.

- University-level support (e.g., tutoring/writing services, Accessibility and Disability Resources) by contacting the Academic Dean's Office (advising-madrid@slu.edu) or by reviewing the [Academic Resources website online](#).

Students with a documented disability who wish to request academic accommodations must contact Disability Services to discuss accommodation requests and eligibility requirements. Once successfully registered, the student also must notify the course instructor that they wish to access accommodations in the course. Please contact disabilityservices-madrid@slu.edu or +34 915 54 58 58, extension 242 or 249. Confidentiality will be observed in all inquiries. Once approved, information about the student's eligibility for academic accommodations will be shared with course instructors via email from Disability Services. Note: Students who do not have a documented disability but who think they may have one are encouraged to contact Disability Services.

For more information about academic accommodations, see [SLU-Madrid's Center for Accessibility and Disability Resources webpage](#).

Needs Security Statement: Students in personal or academic distress and/or who may be specifically experiencing challenges such as securing food or difficulty navigating campus resources, and who believe this may affect their performance in the course, are encouraged to contact Student Life (studentlife-madrid@slu.edu or +34 915 54 58 58, ext. 213) for support. Furthermore, please notify the instructor if you are comfortable in doing so, as this will enable them to assist you with finding the resources you may need.

Use of Posted Course Content: SLU-Madrid prohibits recording and transmission of classroom lectures and discussions by students unless written permission from the class instructor has been obtained and all students in the class as well as guest speakers have been informed that audio/video recording may occur. Recordings, course materials, and lecture notes may not be exchanged or distributed for commercial purposes, for compensation, or for any other purpose other than study by students enrolled in the class. Public distribution of such materials may constitute copyright infringement in violation of Spanish law. Violation of this policy may subject a student to disciplinary action in accordance with SLU-Madrid policies on [Student Rights and Responsibilities and Community Standards](#).

GDPR Norms Concerning Class Recordings: In accordance with General Data Protection Regulation (GDPR), we inform you that if you are a participant in an on-line classroom, your image and voice may be recorded by Saint Louis University in Spain, S.A., CIF A28654879, in 28003 Madrid (Spain), Avenida del Valle 34, for the sole purpose of the instruction of the said class that you are registered in. This information will be stored for the duration of the on-line class and erased thereafter by the professor of the course. Should you not want your image or voice to be a part of this class recording, please contact your professor to indicate that you will be turning your camera and microphone off and be participating via chat.

In addition, we would like to inform you that all recordings will be available to you in Canvas and are exclusively for the use of the participants of the said class and should not be published on any other platform without the prior consent of all participants that may appear in the recording.

According to the rights conferred by the current GDPR regulation, you may exercise your rights of access, rectification, limitation of treatment, deletion, portability and opposition to the processing of your personal data, as well as the consent given for the treatment of it by directing your requests to the address indicated above or by sending an email to dpo-madrid@slu.edu.

Behavioral Interviewing Questions: Each week choose one question and answer it in detail.

- Some people consider themselves to be “big picture people” and others are “detail oriented”. Which are you? Give an example of a time when you displayed this.
- There is more than one way to solve a problem. Give an example from your recent work experience that would illustrate this.
- Give two examples of things you’ve done in your job that demonstrate your willingness to work hard.
- Tell us about a time when a supervisor criticized your work. Give a specific example.
- Tell us about the last time that you undertook a project that demanded a lot of initiative.
- Describe the project or situation which best demonstrates your analytical abilities. What was your role?
- Describe a situation where you felt you had not communicated well. How did you correct the situation?
- Describe a time when you were able to effectively communicate a difficult or unpleasant idea to a superior.
- Describe the most significant written document, report or presentation which you had to complete.
- Tell us about a recent successful experience in making a presentation. How did you prepare? What obstacles did you face? How did you handle them?
- Describe a time when you made a suggestion to improve the work in your organization.
- Give a specific example of a time when you had to address an angry colleague or customer. What was the problem and what was the outcome? How would you assess your role in diffusing the situation?
- Describe a situation when you demonstrated initiative and took action without waiting for direction. What was the outcome?
- Describe a time when you came up with a creative solution/idea/project/report to a problem in your past work.
- Tell us about a time when you took responsibility for an error and were held personally accountable.
- Tell us about some demanding situations in which you managed to remain calm and composed.
- How do you typically deal with conflict? Can you give me an example?
- Tell us about a time when you organized or planned an event that was very successful.
- Tell us about your most difficult sales experience.