

Saint Louis University-Madrid  
**INTN-4910-M01 – 2 Credit Internship**

Saint Louis University-Madrid

Career Services

Course name: Internship

Professor: P Burns

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Course Code: INTN-4910-M01

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

Credit Hours: 2

**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 120 hours to earn 2 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. Monthly Meeting*

You will meet with the Internship Coordinator once a month to discuss your progress and your work sample.

#### *4) 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 3-4 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:
  - 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?
  - Assess your work and development through the internship. Did you meet your own learning objectives by working for the organization? Why or why not? How did you apply the concepts learned in class to your work? What theories did you see in practice in the workplace? How will you apply key lessons learned to your future career?

**The final written project you turn in will incorporate all written work you completed for the course (Points 1 – 4 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

**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.