



## INTERNSHIP HANDBOOK

Higher Education Policy and Student Affairs

Department of Educational Foundations and Policy Studies



Higher Education Policy & Student Affairs

## Internship Description

All students in the Higher Education Policy and Student Affairs program will complete 500 hours of internship over the course of two-3 credit courses.

### **EDH 530: Internship I: Advising and Supporting**

This field experience course requires that the student spend **250 hours of supervised practice** in a student affairs or student services office. Topics to be discussed in class include: individual advising and helping skills, crisis management skills, referral skills, dealing with difficult students and other stakeholders, group and organizational intervention.

**Pre-requisites for EDH 530: Internship 1 are:** EDH 500: Introduction to Higher Education Policy and Student Affairs and EDH 515: College Student Identity Development.

The goal of the internship is for students to become familiar with the work of a particular functional area in student affairs or student services in higher education. Through supervised practice, observation, and experience students should be able to learn the role and function of student affairs/student services educators and administrators. Students should be able to provide direct service to undergraduate students in a higher education setting.

### **EDH 560: Internship II: Current and Organizational Issues**

This field experience course requires that the student spend 250 hours of supervised practice in a student affairs or student services office. Topics to be discussed in class include: analyzing current issues in higher education, the impact of policies and procedures on programs and services.

**Pre-requisite for EDH 560: Internship II is:** EDH 530: Internship I.

**Pre- or Co-Requisite for EDH 560: Internship II is:** EDH 510: Historical and Philosophical Foundations of Higher Education/Student Affairs and EDH 545: Power and Privilege in Higher Education and Student Affairs.

The goal of the internship is for students to continue to learn about a functional area(s) in student affairs/student services while also learning more about how student affairs and higher education operate. Through supervised practice, observation, and experience students should be able to learn the role and function of student affairs/student services educators and administrators. Students should be able to provide direct service to undergraduate students in a higher education setting.

## Internship Guidelines for Students

- ✓ Students must complete a total of 250 hours in the field over the course of one semester. (for summer internship, please see the next page)
- ✓ Students may choose to split their experience between 2 units but they must complete at least 125 at each location.
- ✓ Students must meet with a potential site supervisor to explore placement and then follow the Internship Acknowledgement instructions. If you are exploring a site off-campus, please follow the Internship Affiliation instructions as well.
- ✓ Students will submit a time log of hours and reflection of experience. Students should complete the log each day they spend at the site.
- ✓ Students must meet with their site supervisor for a Midterm Internship Evaluation.
- ✓ Students must submit the following paperwork at the end of their internship experience:
  - Site and Supervisor Evaluation
  - Internship Summary Documentation
  - Final Internship Evaluation

## Summer Internship Process

Students who are able to secure a summer internship experience (NODA, NACA, ACUI, ACUHO-I or other opportunity at a college or university) are eligible to participate in the summer internship process.

- Summer Internships must be located at an accredited college or university.
- Students will be eligible to apply up to 125 hours of internship to their Internship II required hours in the fall semester.
- Students must participate in the Pre-Internship Process (see below). NOTE: This is not a guarantee that the hours will be counted towards Internship II.
- Student must participate in the Post-Internship Process (see below) in order to have the earned hours applied to Internship II.
- Approval for the hours to be applied to Internship II will be made by the faculty in the HEP SA program by the end of the second week of the fall semester. Students must complete all pre- and post-Internship processes to be considered.
- The HEP SA Graduate Coordinator may arrange a phone conversation with the site supervisor during the first two weeks of the fall semester to discuss the performance of the student intern.

### Pre-Internship Process

Students will submit the following information to the HEP SA Graduate Coordinator before the last day of classes of the spring semester:

- Narrative description of the intended site, job duties, internship learning goals, and plan to complete intended hours.
- Resume or CV of supervisor. Supervisors must meet the following:
  - Appropriate degrees in higher education administration and student affairs, college student personnel, counseling, or a related field.
  - Professional experience as a student affairs/student services educator or higher education professional/leader for a minimum of two years.
  - Provide supervision on a regular and weekly basis and sign off on a weekly time log provided by the student.

### During Internship

Students will keep a **detailed** log of their experiences, including hours worked, detailed description of tasks for each time period, signature of supervisor.

The supervisor should complete an evaluation of the student intern. The supervisor can use the WCU Internship Evaluation Form which will be furnished by the student intern.

### Post Internship Process

Students will submit the following information to the HEP SA Graduate Coordinator by the first Friday of the fall semester:

- All materials submitted in the Pre-Internship Process
- Hourly log with supervisor signature
- Evaluation from the supervisor detailing strengths and growth areas for the student
- Internship Summary Documentation Form
- A 1-2 page reflection paper detailing learning and growth experiences, accomplishment of goals, insights, etc.

## Internship Guidelines for Supervisors

- ✓ Supervisors must have the appropriate degrees in higher education administration and student affairs, college student personnel, counseling, or a related field.
- ✓ Supervisors must have professional experience as a student affairs/student services educator or higher education professional/leader for a minimum of two years.
- ✓ Supervisors will provide supervision on a regular and weekly basis and sign off on a time log provided by the student.
- ✓ Supervisors will provide a job/internship description for the student and tasks/experiences appropriate for the student to learn about the field and the area.
- ✓ Supervisors can also provide access to students to other areas and functions on campus (e.g., allowing students to attend meetings, open forums for searches, trainings, where appropriate)
- ✓ Supervisors should utilize the ACPA/NASPA Professional Competencies in designing the experiences.
- ✓ Supervisors will provide both formative and summative evaluations including:
  - Midterm Internship Evaluation
  - Final Internship Evaluation
  - Internship Summary Documentation (signature only)

## Internship Acknowledgement Process

The Internship Acknowledgement Process is to be utilized when seeking an internship at a site at West Chester University. If there is a West Chester University site you are interested in exploring and it is not listed on the HEPSA D2L site, please contact Dr. Jacqueline Hodes and provide the name of the site and the site supervisor.

**If the site is not at West Chester University, please use the Internship Affiliation Process on the following page.**

### **Internship Acknowledgement Process for HEPSA Students:**

1. Review available and suggested sites on the HEPSA D2L site or speak with a HEPSA faculty member
2. Schedule a meeting with the site supervisor and provide them with an electronic copy of your resume, the HEPSA Internship Handbook, and the Internship Acknowledgement instructions.
3. Meet with the site supervisor. If they are willing to provide you an internship, they will need to follow the Internship Acknowledgement instructions (see below) to secure your site.
4. Email the HEPSA Program Coordinator, Dr. Jacqueline Hodes once your site is secured.

### **Internship Acknowledgement Process for HEPSA Site Supervisors:**

1. Meet with the interested HEPSA student.
2. Review the requirements for Internship.
3. If you are willing to offer the student an internship at your site and provide supervision, please send an email to the HEPSA Program Coordinator, Dr. Jacqueline Hodes ([jhodes@wcupa.edu](mailto:jhodes@wcupa.edu)) with the following information:
  - a. Student's name
  - b. Number of hours the student will complete (minimum of 125; students need to complete 250 but can use two sites)
  - c. Your resume/CV that reflects your current position.
  - d. A statement that you are willing to sign off on a weekly log and provide both formative and summative written evaluations.

## Internship Affiliation Process

From time to time, students are interested in pursuing Internships at other institutions. Depending on your individual circumstances, you may want to explore other opportunities at various local colleges and universities.

If you wish to complete your Internship at a non-WCU institution, you will need to follow the steps below.

1. Complete the **Internship Interest** form.
2. Send an email to the HEPSA Program Coordinator, Dr. Jacqueline Hodes ([jhodes@wcupa.edu](mailto:jhodes@wcupa.edu)) and provide the following information:
  - a. Name of college/university
  - b. Name of department
  - c. Site supervisor name, title, email, and phone number
3. The HEPSA Program Coordinator will contact the potential site supervisor to discuss the Affiliation Agreement process. The site supervisor may want to meet with the student prior to engaging in the Affiliation Agreement process.
4. West Chester University will send the site supervisor an Affiliation Agreement which will need to be signed by the appropriate person at the intended site. **Please note: This agreement must be signed in order for the student to engage in the Internship. Therefore, it is incumbent on the student to start this process early in the semester prior to the Internship experience as the process may take time.**
5. Once the Affiliation Agreement is signed by both parties, students and site supervisors will receive instructions about next steps.

## Tips for Searching for an Internship

1. Choose a few internship sites to explore.
  - a. Reflect on which functional areas are of interest to you.
  - b. Meet with your advisor to discuss possible internship sites.
  - c. Review the potential opportunities on the HEPSA D2L site.
2. Prepare your resume and cover letter.
  - a. Make an appointment with the Twardowski Career Development Center if you need assistance with creating or enhancing your documents.
3. Send an email to the site supervisor requesting an opportunity to meet with them to be considered for an internship at their site.
  - a. Use your WCU email account.
  - b. Attach a resume and possibly a cover letter.
  - c. Copy yourself on the email so that you can keep track of your requests.
  - d. Give the site supervisor time to respond to you. If you don't hear from them in a week, you can resend the email or place a call to their office.
4. After an interview, make sure to send a thank-you email.
5. Keep in close contact with the site supervisor prior to the start of your experience.



## FORMS

- Internship Log (Google drive)
  - \* example included in this manual
  - \* will be sent to student and site supervisor by instructor
- Internship Log Directions
  - \* included in this manual
- Evaluation Form (Use for Midterm and Final Evaluation)
  - \* items on the evaluation are listed in this manual
  - \* will be sent to student and site supervisor by instructor
- Site and Supervisor Evaluation
  - \* items on the evaluation are listed in this manual
  - \* will be sent to student by instructor
- Internship Summary Documentation
  - \* example included in this manual
  - \* given to student by instructor
  - \* must be completed in hard copy and signed by student, site supervisor and instructor

# HEPSA Internship Log

[illegible]

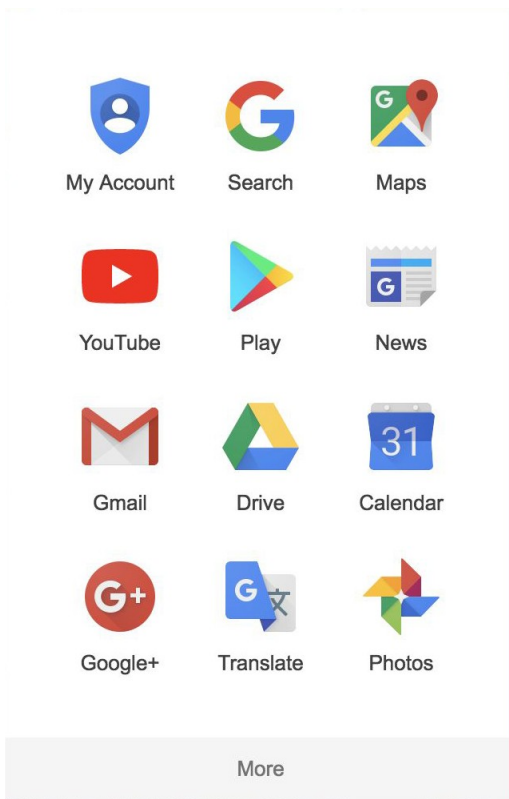
# HEPSA Internship Log Instructions

## If you do not have a gmail account already:

1. Create a Gmail account
  - a. Go to Google.com
  - b. In the top right corner, sign in
  - c. Create a gmail account indicative of your first and last name, for example [SallySmith1@gmail.com](mailto:SallySmith1@gmail.com)
2. In the top right corner of your google homepage, click the grid icon



3. In the 3rd row of widgets, click the triangular widget named "Drive"



4. This will be how you will access your internship log every time you sign off on your intern's work for the week.

## Once you have your account:

1. Enter Drive
2. On the left hand side, go to “shared with me” on the sidebar
3. You should see a document named “[your intern’s name]’s Internship Log” shared with you by the instructor. Right click it and choose “Add to my Drive”
  - a. The log will be on the homescreen of “My Drive” from now on when you sign in
4. The log is accessible to you, your intern, and the instructor.
5. Your intern will log in each day they work in your office. They should log in the date, time range, number of hours and duties completed.
6. You can digitally sign off on the intern’s work each day by typing in your name and OK. It would be helpful to add in any comments that you wish. **You do not need to comment each day but may want to comment once per week or so.** Please type directly in the field.
7. Signing off with your name/initials helps to verify the internship hours and alerts the instructor that the log has been submitted by that week.

## HEPSA Midterm and Final Evaluation Items

*The HEPSA Midterm and Final Evaluation will be sent to site supervisors by the internship instructor. Site Supervisors: please review with the student intern and provide them with a copy. Below are the items included in the evaluation. All items are evaluated on a Likert scale from 0 (Not Observed or Applicable) to 5 (Exceeds Expectations). Additionally, there is space for comments for each area.*

### Communication Skills

- Demonstrates professional writing skills
- Utilizes effective oral communication skills
- Employs active listening skills
- Demonstrates effective group communication skills
- Exhibits effective presentation skills

### Advising and Supporting Skills

- Established rapport with students
- Demonstrates an understanding of individual student needs and wants
- Able to make appropriate referrals for students

### Professionalism and Ethics

- Completes assigned tasks on time
- Pays attention to details required to complete tasks
- Demonstrates dependability and reliability
- Works effectively with students, colleagues and peers
- Explores ways to use theory to inform practice
- Able to maintain privacy and confidentiality
- Understands laws and professional ethics as they relate to the site and institution
- Upholds professional standards, rules, laws, regulations and policies

### Social Justice and Inclusion

- Able to recognize issues of power and privilege that exist within the institution
- Advocates for services, supports, interventions and programs that are equitable
- Engages in critical reflection to understand one's own prejudice, biases and privileges
- Articulates an understanding of social justice and inclusion in higher education

### Assessment, Evaluation and Research

- Able to employ various data collection methods
- Able to use data to make informed decisions
- Effectively articulates, interprets and applies results from assessment, evaluation and research related to the site
- Designs thoughtful assessment or evaluation methods
- Consults previous research and literature in designing new or existing practices
- Designs appropriate program and learning outcomes that are clear, specific, measurable and aligned with site/organizational goals.

Open Ended Questions:

In general, what are the student's strengths that will assist in their work in higher education and student affairs?

What particular strengths were developed by the student during the internship?

What are particular areas of growth that the student intern might want to focus on moving forward? Please include any suggestion for professional development that the student might be able to explore.

## Site and Supervisor Evaluation

*The Site and Supervisor Evaluation will be sent to the student by the instructor. Items are evaluated using both nominal and Likert scales. There are opportunities for qualitative responses as well.*

### Site Evaluation

- An orientation to the site was provided
- If yes, the orientation provided was comprehensive and helped me acclimate to the site
- I was provided with a job description
- I was provided with an understanding of professional expectations
- I was provided with an understanding of policies, procedures, and emergency/crisis protocols
- I felt welcomed at the site
- I was included in the functioning of the site (programs, services, etc.)
- I was encouraged and supported to engage in professional development opportunities
- I had significant interactions with students
- The tasks assigned to me were appropriately challenging
- Throughout the semester I felt as if I contributed to the success of the site

### Supervisor Evaluation

- My site supervisor scheduled regular supervision meetings with me
- My site supervisor provided helpful supervision
- I was comfortable asking questions of my site supervisor
- My site supervisor had current information and insights about the field of higher education and student affairs
- I felt supported by my site supervisor
- I was appropriately challenged by my site supervisor
- My site supervisor was open to communication, feedback and ideas

### Overall Evaluation

- I learned a lot about higher education and student affairs during my internship
- I was well-prepared to participate in site activities
- I would recommend this site to others in the HEPSA program

## Internship Summary Documentation

### Higher Education Policy and Student Affairs Internship Hours Summary Documentation

**Student Name** \_\_\_\_\_

**Total hours during academic term spent at Internship Site** \_\_\_\_\_

**Course (choose 1)**

EDH 530 (Internship 1) \_\_\_\_\_

EDH 560 (Internship 2) \_\_\_\_\_

**Name/Location of Internship Site** \_\_\_\_\_

**Site Supervisor Name/Title** \_\_\_\_\_

*By signing below, you confirm that the number of completed hours*

**Student Name (Please print)** \_\_\_\_\_

**Student Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

**Site Supervisor Name (Please print)** \_\_\_\_\_

**Site Supervisor Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

**Faculty Instructor Name (Please print)** \_\_\_\_\_

**Faculty Instructor Signature** \_\_\_\_\_ **Date** \_\_\_\_\_