



INTERNSHIP HANDBOOK

Higher Education Policy and Student Affairs

Department of Educational Foundations and Policy Studies



Higher Education Policy & Student Affairs

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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/Co-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 550: Transformative Leadership in Higher Education and Student Affairs

This course is designed to prepare the student as an educational leader in higher education and student affairs. In this course students will review the policy implications that affect social, interpersonal, and academic success of college students. Students will learn how to make high impact decisions in an ever changing, challenging and political environment while focused on student access, retention, completion and excellence. This course requires that the student spend 250 hours of supervised practice in a student affairs or student services office.

Pre-requisite for EDH 550: Transformative Leadership in Higher Education and Student Affairs is: EDH 530: Internship I.

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/summer.
- ✓ 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

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) 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) 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.

Confidentiality Statement

West Chester University
Department of Educational Foundations and Policy Studies
Higher Education Policy and Student Affairs (HEPSA)

HEPSA INTERNSHIP

Pledge to Uphold Ethical Standards, University Policy and Confidentiality

I acknowledge that as a student enrolled in an internship course in the Department of Educational Foundations and Policy Studies and completing field experience in a university setting that I have the responsibility to:

- Maintain confidentiality of students I interact with during my internship within the parameters of following my obligations with FERPA and Title IX and Clery reporting.
- Report any student issues of concern to my site supervisor.
- Uphold the NASPA and/or ACPA Ethical Standards and the standards of the office where I am completing my internship.
- Follow and uphold University policy and procedures.
- Respect the confidentiality of any personal information, student information, personal feelings, questions or concerns shared by colleagues during the internship course.
- Redact names and/or identifying information of students from written work or presentation materials.

Student Name: _____

Student Signature: _____

Date: _____

Adapted from the Department of Counselor Education Confidentiality Statement 8.2018

FORMS

- Internship Log (On One 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 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 550 (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** _____